

Consumer Standards

Self Assessment

2026/2027



Framework
For your future

Introduction

The self-assessment demonstrates how Framework currently meets the Consumer Standards for Social Housing. It shows the progress we have made since the last self-assessment and identifies improvements we will make during in 2026/27.

The Consumer Standards

The Social Housing (Regulation) Act 2023 gives the Regulator of Social Housing (RSH) the authority to set standards relating to consumer matters that Registered Providers are required to meet.

The Consumer Standards play a central role in defining the outcomes landlords are expected to deliver under the regulatory framework. Through its regulatory activity, the RSH will seek evidence from landlords which, alongside other sources of intelligence, will inform its assessment of the level of assurance that landlords are meeting these standards.

Our self-assessment demonstrates that we are in a positive position to demonstrate compliance with the standards. We continue to strengthen our complaint handling position which allows us to identify areas for development across the organisation. Work relating to resident insight continues to be a focus to ensure we are using feedback and learning to inform service improvement and strategic decisions.

The standards are:

- Safety and Quality Standard – which requires landlords to provide safe and good quality homes and landlord services to tenants.
- Transparency, Influence and Accountability Standard – which requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision making and hold their landlord to account. This standard incorporates Tenant Satisfaction Measure requirements.
- Neighbourhood and Community Standard – which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- Tenancy Standard – which sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

Safety and Quality Standard – Required outcomes

1.1 Stock quality

Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.

1.2 Decency

Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.

1.3 Health and safety

When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

1.4 Repairs, maintenance and planned improvements

Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

1.5 Adaptations

Registered providers must assist tenants seeking housing adaptations to access appropriate services.

How we do this at Framework

- Stock condition surveys as part of a 5-year rolling programme (20% PA)
- Regular inspections as part of routine work
- Compliance system in use to record all data and assist with planning
- Regular surveys ensure compliance with Decent Homes Standard and our planned works and investment programme ensures we maintain this
- Our Asset Management Strategy details how we maintain homes to this standard into the future over 30 years
- Our Long-Term Financial Plan provides allowance for delivering our property maintenance ambitions and obligations over the same 30-year period.

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Stock Quality</p> <ul style="list-style-type: none"> • Registered providers must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date. • Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including: <ul style="list-style-type: none"> a) compliance with health and safety legal requirements b) compliance with the Decent Homes Standard c) delivery of repairs, maintenance and planned improvements to homes, and d) allocating homes that are designed or adapted to meet specific needs appropriately. 	<p>Fully Met</p>	<p>Stock condition surveys are carried out as part of a 5-year rolling programme. We completed all stock condition surveys that were due in the last year.</p> <p>All data is uploaded on to the Pyramid and C365 systems, which ensures the information is consolidated in a way that aids planning and efficiency on resource planning decisions.</p> <p>Alongside Stock Condition Surveys, physical property inspections are carried out by hostel staff weekly and in dispersed housing, monthly by Housing Officers. The information is recorded electronically and uploaded directly on to C365. This allows us to track the frequency and quality of inspections and ensure that repairs or hazard rectification work is raised through the Property Services Team.</p> <p>Properties are also inspected when void as part of cyclical and planned works and for compliance.</p> <p>Regular surveys and inspections ensure compliance with health and safety legal requirements, Decent Homes Standards and the repairs and maintenance issues are dealt with.</p> <p>We ensure that our homes meet the Decent Homes standard which is maintained through the planned works and investment programme.</p> <p>Our Asset Management Strategy details how we will maintain homes to this standard into the future over 30 years.</p> <p>The Long-Term Financial Plan provides allowance for delivering our property maintenance ambitions and obligations over a 30-year period.</p>	<p>The action to create a reporting tool that provides a clear overview of all stock on a yearly basis is being worked on. A review of stock profiles showed that they don't fit into a traditional APE/NPV model. An alternative solution is being sourced.</p> <p>A new Asset Management Strategy has been completed.</p>	<p>Source an alternative solution to ensure we have a complete overview of our stock.</p> <p>Ensure all requirements of the Safety and Quality standard continue to be met over the life of the new Asset Management Strategy.</p> <p>HHSRS hazards to be included in all stock condition surveys moving forward to align with Awaab's Law.</p>

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<p>Health and safety</p> <ul style="list-style-type: none"> Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas. Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales. Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants. 	Fully Met	<p>Meeting our landlord Health and Safety obligations is the primary responsibility of Property Services and it is important that our Senior Leadership Team and our Board have proper oversight of all Health and Safety issues. In line with current and emerging legislation and regulations, it is a priority of the Asset Management Strategy to deliver safe and healthy places for residents and staff to live and work. Contracting out the delivery of our key compliance services does not absolve us of our responsibility and we have systems and procedures in place to give assurance of our compliance. Compliance forms an integral part of the repairs service that we deliver.</p> <p>Expert external contractors are employed to carry out the majority of compliance activities (gas servicing, electrical testing, water safety, fire safety, lift safety, asbestos and damp and mould) and they are monitored closely through regular contract meetings. We have a full suite of policies and procedures covering this area of our work. Each of these is reviewed and updated every three years (or more frequently if there are material changes to be approved).</p> <p>The C365 system provides us with accurate data to support the management of Building Safety, and the monitoring of compliance with the relevant legislation.</p> <p>Internal audit programme is in place and ensures we are externally monitored on compliance activities.</p>	<p>We have implemented the first phase of Awaab's Law and are preparing to respond to the second phase.</p> <p>A new Repairs Inspector was implemented to support this work.</p> <p>An improved post-inspection procedure has been introduced.</p> <p>Development Procedures have been updated and include learning from completed projects.</p>	<p>Ensure compliance with second phase of Awaab's Law.</p> <p>Ensure the new post inspection procedure is fully embedded</p>

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<p>Repairs, maintenance and planned improvements</p> <ul style="list-style-type: none"> Registered providers must enable repairs and maintenance issues to be reported easily. Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them. Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication. Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas. Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money. 	<p>Fully Met</p>	<p>The Asset Management Strategy – Sets out the approach to managing Responsive and Planned Works.</p> <p>We have clear policies on repairs priorities and lettable standards.</p> <p>Planned and Cyclical Works are programmed and carried out based on data collated from Stock Condition Surveys.</p> <p>Long Term Financial Plan provides allowance for delivering our property maintenance ambitions and obligations over a 30-year period.</p> <p>Our website has a specific page for residents and includes information about repairs and maintenance.</p> <p>All residents have access to handbooks that includes information on repairs and maintenance.</p> <p>Resident satisfaction continues to improve in all areas of our repair and maintenance service based on last year's TSM data:</p> <p>88% of residents are satisfied that their home is well maintained (the same as last year)</p> <p>82% of residents were satisfied with repairs in the last 12 months (the same as last year)</p> <p>78% of residents were satisfied with the time taken over their last repair (4 percentage points higher than last year)</p>	<p>The resident handbook <u>FRAMEWORK RESIDENTS' HANDBOOK – 2025</u> has been reviewed for both hostel and dispersed services and provides information on all landlord related issues. This is available on our website and advertised/ promoted in all services.</p> <p>Resident's Annual Report <u>RESIDENTS' ANNUAL REPORT 24 – 25</u> is published annually and includes data on our repairs and maintenance performance.</p> <p>The website and specific pages are publicised to residents via posters in services with QR codes that residents can scan and access information through a review of how residents are kept informed about repairs progress is ongoing and the of text service/self-service options are being explored. Consideration is also being given to other options, e.g., once an order is raised the resident/service are given the contractor details to arrange a mutually convenient time, meaning they are fully involved.</p> <p>In relation to the TSM perception surveys, satisfaction with our repairs service remains strong but is the lowest satisfaction rate across all measures concerns. The concerns raised by residents relate primarily to the responsiveness of the service and the length of time taken to complete repairs. Although residents understand that some repairs will not be prioritised, feedback highlights the need for more effective communication about delays and more reliable updates to ensure they remain fully informed throughout the process.</p>	<p>Ensure a clear process is in place so residents are fully informed about their repairs, paying particular attention to effective communication to residents, our responsiveness, the length of time taken to complete repairs, that repairs meet the required standard and that contractor's keep to scheduled appointments.</p>

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Repairs, maintenance and planned improvements cont.d			<p>Ensuring that repairs meet the required standard and that contractors attend appointments as scheduled remains essential to improving the overall activity of the service.</p> <p>These findings align with themes emerging from complaints and reinforce the need to continue the improvements already underway, including the restructure of the Property Services department to clarify responsibilities and enhance oversight. Enhanced communication requires a shared effort across the organisation. Support, Housing Management and Property Services teams must collaborate to establish a clear, consistent approach, underpinned by well defined responsibilities for each team. To support this, we have introduced a cross-department quarterly meeting that, in part, focuses on shared challenges to agree solutions collaboratively.</p> <p>The insight gained from the TSM data, alongside themes emerging for complaints is being used to shape and prioritise service improvements.</p> <p>A night manager role and team have been established in Nottingham City including new service standards and procedures.</p> <p>The Duty Manager remit and purpose has been reviewed to ensure it meets our requirements.</p>	

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<p>Adaptations</p> <ul style="list-style-type: none"> Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services. Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate. 	Fully Met	<p>The majority of Framework accommodation is temporary therefore it isn't necessary or viable to adapt someone's home for a short period of time. If the need for an adaptation arises, we assess options, in most cases this will result in re-housing.</p> <p>In Assisted Living Schemes (assured tenants) when adaptations are required, we work with the resident (or representative), support provider and relevant local authority departments involved in the individual's care and support to ensure the required adaptations are carried out where possible.</p>	Adaptation Policy is available on our website and shared as appropriate	

Transparency, Influence and Accountability Standard – Required outcomes

1.1 Fairness and respect

Registered providers must treat tenants and prospective tenants with fairness and respect.

1.2 Diverse needs

In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.

1.3 Engagement with tenants

Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.

1.4 Information about landlord services

Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

1.5 Performance information

Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

1.6 Complaints

Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

How we do this at Framework

- Fairness and respect are embedded in our Corporate Plan, our values and throughout the services we provide.
- Our new service user participation Strategy (2024-27) highlights that we want to hear what our service users have to say about the services we provide as well as encourage them to influence decision making.
- Our website is live and regularly updates. It includes information about our landlord services and performance.
- TSM data is publicised.
- We are a member of the Housing Ombudsman's Scheme which requires us to adhere to the Complaint Handling Code.

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<p>Diverse needs</p> <ul style="list-style-type: none"> Registered providers must use relevant information and data to: <ol style="list-style-type: none"> understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and assess whether their housing and landlord services deliver fair and equitable outcomes for tenants. Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants. Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required. Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services. 	Fully Met	<p>Monitoring requirements at sign up require us to collate information on residents' needs.</p> <p>Framework only provide supported accommodation and the nature of our commissioned services means we hold a lot of information about our residents' needs. We have specialist services in house to help in meeting the needs of our residents.</p> <p>Our communication with residents is appropriate. We use plain English and translate relevant documents where needed.</p> <p>TSM data show that:</p> <p>82% of residents think we are easy to deal with; 75% think we listen and act; 81% think we keep residents informed; and 86% think we treat them fairly and with respect. All are an improvement from last year.</p> <p>Our website includes information on the landlord services we provide as well as general information about managing a home safely.</p> <p>The website and specific pages are publicised to residents via posters in services with QR codes that residents can scan and access information through.</p> <p>Residents are made aware in letters, relevant literature and in person that they can be supported by an advocate.</p>	<p>The new support plan process has been introduced which ensures we have relevant information about our residents that is used to help us understand the diverse needs of people who work with us and tailor our services to them where appropriate.</p> <p>The SDC is established and meets quarterly to provide assurance to the Board that concerns, risks, incidents and complaints are appropriately managed and learnt from to improve service delivery.</p> <p>In relevant correspondence and literature, residents are reminded that they can email a specific advocacy address if they want to access advocacy. We hold a directory of advocacy services and signpost people who contact us to them.</p> <p>All residents are now issued with a credit card size leaflet 'Your Home' at sign up with QR codes for the landlord services available through the website. Residents were involved in the development and content and approved the final version through the Framework Community Forum.</p>	<p>Continue to develop the SDC and ensure resident insight is used to develop services and strategic decisions.</p> <p>Continue to explore the possibility of an online resource (portal) where residents can access landlord services, e.g., reporting repairs, paying rent.</p> <p>Complete a review of how we communicate with residents in ALS's who have significant learning difficulties to ensure it is accessible and appropriate to their needs, e.g. tenancy agreements.</p>

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<p>Engagement with tenants</p> <ul style="list-style-type: none"> Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable. Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable. Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities described above Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate. Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims. 	Fully Met	<p>The Service User Participation strategy (2024-2027) has clear objectives as to how we will ensure residents are involved in all levels of decision making that affect them.</p> <p>Our website shares information on landlord performance</p> <p>Services offer local programmes of opportunities to be involved in giving feedback through, house meetings, formal feedback mechanisms and informal feedback which are used to improve service delivery.</p> <p>The re-branded Framework Community is currently the Organisational formal mechanism for this.</p> <p>We are aware of the needs of our residents because of the nature of supported housing and will always try and make opportunities as accessible to everyone.</p> <p>Framework offers supported housing provision which predominantly supplies accommodation to people for the short term, pending move on to more permanent accommodation. This limits the opportunities for residents to apply their right to manage, however we are committed to giving our residents the best possible opportunities to influence the way we run services and deliver our on our responsibilities as a landlord.</p> <p>Framework Forum and Network are in place to ensure residents can speak out about landlord services and contribute to changes that are needed.</p> <p>In the event of service transition to another provider, we work collaboratively to ensure sharing of information, and to ensure opportunity to meet with new providers in advance of the transition.</p>	<p>The website and specific resident pages have been advertised throughout services.</p> <p>The annual report for residents includes information on how we perform as a landlord and is available to all residents either via the website or hard copy. Residents provided feedback and suggestions on the report through the Framework Community Forum.</p> <p>In relation to accessibility of information for residents this is managed on a case by case basis and involves the Communication team.</p>	<p>Continue with actions identified for the life of the Strategy.</p> <p>Ensure we are compliant with STAIR's regulation that is implemented in October 2026 and April 2027. Ensure we publish and update all required information on our website.</p> <p>Implement a new Housing Governance Operational Group. This group will, amongst other things, ensure compliance with the Consumer Standards and ensure we have an evidenced view of how we are meeting these standards, including how we strengthen our service delivery through customer insight, scrutiny and involvement.</p>

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Engagement with tenants cont.d</p> <ul style="list-style-type: none"> • Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must: <ol style="list-style-type: none"> a) be fair and accessible b) provide tenants with adequate time, information and opportunities to consider and respond c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term, and d) demonstrate to affected tenants how the consultation responses have been considered in reaching a decision. 	Fully Met	Risk assessed and managed to minimise anxiety and the potential for service users to disengage. The opportunities for meaningful consultation occur much earlier and are usually initiated by commissioners (with our support to engage with service users). The outcome of any consultation is considered by commissioners in their service specification.		

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<p>Information about landlord services</p> <ul style="list-style-type: none"> • Registered providers must provide tenants with accessible information about the: <ol style="list-style-type: none"> a) available landlord services, how to access those services, and the standards of service tenants can expect b) standards of safety and quality tenants can expect homes and communal areas to meet c) rents and service charges that are payable by tenants, and d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods. • Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about: <ol style="list-style-type: none"> a) the requirement to provide a home that meets the government's Decent Homes Standard. b) the registered provider's obligation to comply with health and safety legislation. 	<p>Fully Met</p>	<p>Our website, resident handbook, 'Your Home' leaflet and occupancy agreements include information about landlord services and standards residents can expect.</p> <p>This includes relevant regularly reviewed policy and procedures related to landlord services (allocations, appeal, repairs and maintenance, ASB, complaints, safeguarding, rent) are available on our website. These explain what service and standard to expect in different landlord services.</p> <p>Specific leaflets are shared on areas such as complaints and ASB, so residents know what to expect.</p> <p>Rents and service charges are clear on occupancy agreements and statement are sent out to residents regularly. Residents are informed in writing about increases as required.</p> <p>This information is in relevant policies, occupancy agreements and handbooks and available on our website.</p>	<p>Housing Service Standards are in draft and will be included in the new Framework Home Standard</p> <p>All policies and procedures relevant to residents are published on our website. Publications and policies – Framework Housing Association</p> <p>Occupancy agreements and/or handbooks include this information.</p> <p>TSM perception survey results in relation to communal areas are better than previous years with a satisfaction level of 86%.</p> <p>Information about senior level roles, including who has responsibility for Consumer Standard Compliance is on our website. Our people – Framework Housing Association and in the Resident's annual report.</p>	<p>Develop, implement and share (website and other literature) the Framework Home Standard</p> <p>Write a fair, accessible and transparent neighbourhood policy that includes decision-making criteria and appeals processes.</p> <p>Where resources allow, we will continue to make improvements in the maintenance of internal and external communal areas to ensure we are providing a better service.</p> <p>Ensure residents have clear information about maintenance schedules (gardening etc.)</p> <p>Strengthen our monitoring of contractor performance to ensure services are delivered to the required standard.</p>

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<p>Information about landlord services cont.d</p> <p>c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular—</p> <ul style="list-style-type: none"> i. the right to a home that is fit for human habitation; and ii. the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and <p>d) the rights of disabled tenants to reasonable adjustments.</p> <ul style="list-style-type: none"> • Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services. • Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes. • Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance. 	Fully Met			

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<p>Performance information</p> <ul style="list-style-type: none"> Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. Registered providers must: <ol style="list-style-type: none"> collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator. Registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures. Registered providers must provide tenants with accessible information about: <ul style="list-style-type: none"> how they are performing in delivering landlord services and what actions they will take to improve performance where required how they have taken tenants' views into account to improve landlord services, information and communication how income is being spent, and their directors' remuneration and management costs. 	Fully Met	<p>Tenant Satisfaction perception surveys were completed in Autumn 2025 by an external company (Acuity). We followed the Regulator's requirement as set out in Tenant Satisfaction Measures: Tenant survey requirements. The report was published and publicised on our website. Further analysis of the findings was carried out to ensure that areas for improvement were identified and plans implemented to ensure learning is embedded.</p> <p>Performance Assurance dashboard published quarterly.</p> <p>Framework's Board receives regular reports on landlord services.</p> <p>KPI performance is included in the resident annual report.</p> <p>How we spend our money is published in the residents' annual report</p> <p>Examples of where we have improved services because of resident views is included in the annual report.</p>	<p>2024 TSM results were submitted to the Regulator in June 2025.</p> <p>A resident friendly report Framework TSM Survey Tenant Friendly Report 2025_26 is in our website and will also be included in the annual report to residents.</p> <p>In relation to accessibility of information for residents this is managed on a case by case basis and involves the Communication team.</p> <p>How income is being spent is included in the resident's annual report. RESIDENTS' ANNUAL REPORT 24 - 25</p>	<p>Submit 2025/25 TSM information by 30th June 2026.</p> <p>Complete TSM perception survey in 2027</p> <p>Through the Housing Governance Operational Group ensure that customer insight, involvement and scrutiny is intrinsic to the housing services we offer and ensure that insight is used to improve service delivery and that this is evidenced.</p> <p>With input from Framework Community explore how to share learning on a more regular basis, e.g., newsletters, website updates etc.</p> <p>Include director remuneration information in a statement on the website.</p>

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<p>Complaints</p> <ul style="list-style-type: none"> • Registered providers must ensure their approach to handling complaints is simple, accessible and publicised. • Registered providers must provide accessible information to tenants about: <ul style="list-style-type: none"> a) how tenants can make a complaint about their registered provider b) the registered provider's complaints policy and complaints handling process c) what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled, and d) the type of complaints received and how they have learnt from complaints to continuously improve services. 	Fully Met	<p>Framework has a complaints policy <u>GENERAL PRINCIPLES</u> and procedure that meets the requirements of the Housing Ombudsman Complaints handling code. These are on the website.</p> <p>We complete an annual self-assessment against the code to ensure continued compliance. All literature relating to complaints is up to date and in handbooks, on our website, leaflets and on posters for residents.</p> <p>Information on the procedure and escalation is provided in all correspondence to residents about complaints.</p> <p>Complaints data and learning was included in the residents' annual report.</p> <p>Complaints data is reported to the board including the type of complaints and how we have learnt from them.</p> <p>TSM data shows that 80% of residents were satisfied with complaint handling, an increase of 13 percentage points from the previous year.</p>	<p>Two Customer Satisfaction Officers are in post to work alongside the manager ensuring we have capacity to deal with complaints effectively and in line with the HO Code.</p> <p>Quarterly reporting to the Service Delivery Committee is embedded.</p> <p>Complaints learning log has been created and progress is monitored and tracked.</p>	<p>Further develop complaints reporting to SDC to provide assurance around learning from complaints.</p> <p>Provide Complaint Handling training to relevant staff across the organisation.</p> <p>Ensure complaint handling and learning is included in the Housing Governance Operational Group to provide assurance that we are compliant and that reporting is evidenced based.</p>

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<p>Self-referral</p> <ul style="list-style-type: none"> Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the Consumer Standards. 	Fully Met	We are aware of this and would refer ourselves in these circumstances.		

Neighbourhood and Community Standard – Required outcomes

1.1 Safety of shared spaces

Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.

1.2 Local cooperation

Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

1.3 Anti-social behaviour and hate incidents

Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.

1.4 Domestic abuse

Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

How we do this at Framework

- Most of our services are commissioned through local authorities to assist them in their strategic housing function.
- We provide supported accommodation meaning as part of support work with residents, we consider our and their role in promoting social, environmental and economic wellbeing.
- Anti-social behaviour policies and procedures exist.
- Domestic abuse policies and procedures exist.

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<p>Local cooperation</p> <ul style="list-style-type: none"> Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must: <ol style="list-style-type: none"> identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives. 	Fully Met	<p>Framework provides supported housing only. Every resident has a support plan in place that includes focusing on their social, environmental and economic wellbeing. Staff are trained in this area.</p> <p>Framework supported housing services are mainly commissioned through contracts with Local Authorities or Public Health meaning we are assisting them with their strategic housing function.</p> <p>All services have a participation champion who works with other champions and the Participation Manager to ensure residents have involvement opportunities in their services.</p>	Progress continues in this area but it can be challenging because of the dispersed nature of our specialist accommodation.	

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Anti-social behaviour and hate incidents</p> <ul style="list-style-type: none"> Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing. Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing. Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case. Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them. Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance. 	Fully Met	<p>Framework have an ASB policy <u>Microsoft Word – Anti Social Behaviour Policy 6.12</u> and procedure in place, that includes how we work with relevant organisations to deter and deal with ASB in the areas where we provide ASB. <u>Hate Incident procedure</u> is in place.</p> <p>Framework doesn't have estates. Our housing is very dispersed and therefore our involvement in this is very limited.</p> <p>TSM data shows that 73% of residents feel we make a positive contribution to the neighbourhood.</p> <p>ASB procedure is clear on how we deal with ASB. Residents are given information on how to report ASB and how we deal with ASB in the handbook and information is available on our website.</p> <p>TSM data shows that 84% of residents are satisfied with how we deal with ASB, up from 78% last year.</p> <p>Framework's ASB policy is clear on the tools and legal powers we can use to tackle ASB. Joint working with statutory agencies (Police, LA) is embedded into practice.</p> <p>Our support services provide a range of support to tenants, including support to those who are affected by ASB. We also work with relevant agencies to refer to victim support services.</p>	<p>ASB procedure has been reviewed and amended to ensure all cases are recorded and managed through Pyramid. Relevant staff have been trained. Information on dealing with ASB is on the website, handbook and relevant literature in services to ensure residents understand the process. Information Hate Incident Policy has been developed.</p>	<p>Ensure ASB reporting is in line with STAIR's requirements by October 2026. Agree what internal reporting is required to SDC or Board.</p> <p>Complete and implement new Neighbourhood Management Policy.</p>

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Domestic abuse</p> <ul style="list-style-type: none"> Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse. Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation. 	Fully Met	<p>Domestic Abuse policy in place.</p> <p>Staff are trained on dealing with domestic abuse.</p> <p>Many of Framework's services are commissioned by local authorities and partnership working is a significant part of these contracts. Staff are trained on completing DASH RIC (domestic abuse, stalking and harassment risk indicator checklist) and know how to make referrals to MARAC (multi-agency risk assessment conferences) to ensure joint work with all relevant agencies when dealing with domestic abuse and safeguarding.</p>	Reviewed Domestic Abuse policy is implemented	

Tenancy Standard – Required outcomes

1.1 Allocations and lettings

Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.

1.2 Tenancy sustainment and evictions

Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected residents' advice and assistance.

1.3 Tenure

Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.

They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

1.4 Mutual exchange

Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.

How we do this at Framework

- Allocations policy exists and recognises that our housing related support services is controlled by the contracts we are commissioned to provide.
- Monitoring to CORE is completed.
- Supported housing with a focus on supporting people to maintain their home until they move into permanent housing.
- Tenancy & Licence Management Policy exists.

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Allocations and lettings</p> <ul style="list-style-type: none"> Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements. Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing. Registered providers must develop and deliver services that seek to address under occupation and overcrowding in their homes. These services should be focused on the needs of tenants. Registered providers must take action to prevent and tackle tenancy fraud. Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions. Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system. 	Fully Met	<p>Application & referral information and processes are specific to individual services. For a significant proportion of services access is in the control of commissioning agencies – local authorities, public health etc. meaning we are assisting LA's to help meet local housing need, including assisting LA's with their homelessness duties.</p> <p>Our housing services are commissioned for a specific need and therefore are compatible with the purpose of the housing.</p> <p>Services are commissioned to meet local needs. We work closely with relevant agencies to ensure the needs of individuals are met through being housed and supported by Framework.</p> <p>Relevant legislation is adhered to prevent tenancy fraud.</p> <p>Allocations are generally managed and controlled through commissioning agencies, so allocations decisions are often out of our hands. Where we do have some control, we follow our appeals process.</p> <p>Relevant monitoring is collected and submitted at sign up and submitted to CORE.</p>	No actions identified.	

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Tenancy sustainment and evictions</p> <ul style="list-style-type: none"> Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions. Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends. 	Fully Met	<p>Tenancy & Licence Management Policy <u>GENERAL PRINCIPLES</u> in place.</p> <p>The vast majority of Framework accommodation is temporary with a view to moving people on into more permanent accommodation.</p> <p>Evictions are the last option. We have processes in place to avoid this (Licence Action Plans, breach procedures, s21 action plans etc.)</p> <p>Every resident has move on as part of their support plan to ensure we are working to move people on in a planned way.</p> <p>If someone's occupancy is ending, we will always try to assist them with finding alternative accommodation.</p>	No actions identified.	

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Tenure</p> <ul style="list-style-type: none"> • Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out: <ol style="list-style-type: none"> a) The type of tenancies they will grant. b) Where they grant tenancies for a fixed term, the length of those terms. c) The circumstances in which they will grant tenancies of a particular type. d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period. e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property. f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term. g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability. h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy. i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members. 	Fully Met	<p>Our policies and relevant documents are:</p> <ul style="list-style-type: none"> • Excluded License Agreement • Protected License Agreement • Assured Shorthold Tenancy • Assured Tenancy • Tenancy & Licence Management Policy • Tenancy breach procedure reviewed • Appeals against housing management policy and procedure • Tenant Handbook • Anti-Social Behaviour Policy • Licence Action Plan procedure <p>Policies are publicised on our website.</p> <p>Framework's accommodation is utilised based on contractual arrangements agreed with local authority commissioners.</p> <p>In general, the accommodation is offered on a short-term basis where people may find themselves homeless.</p> <p>The Tenancy and Licence Management Policy sets out the terms under which Framework allocates its accommodation.</p> <p>We use assured Shorthold Tenancies for a fixed term (maximum 6 months) and Licence Agreements as part of a wider strategy enabling Framework to meet its obligations to provide temporary accommodation to vulnerable people and manage risk.</p>	<p>Review of occupancy agreements and associated documents is not yet complete due to delays with the Renter's Rights Act</p> <p>ASB procedure reviewed and in place</p> <p>Handbook developed for hostel and dispersed.</p> <p>Appeals against housing management decisions policy and procedure reviewed.</p> <p>Evictions from hostels procedure is in use and included in the standard operating procedures.</p>	<p>All Occupancy agreements and associated documents to be reviewed as soon as new legislation is in place.</p> <p>Review Licence action Plan procedure</p>

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What's the requirement	Assurance Fully Met Partially Met Not met	How we currently meet it	Progress from 25/26	Actions from this self-assessment
<p>Tenure cont.d</p> <ul style="list-style-type: none"> Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period. Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy. Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review. Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms). Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation. 	Fully Met	<p>The use of AST's and Licences also enable Framework to meet its contractual obligations where applicable, to provide supported accommodation on a time limited basis.</p> <p>Individual contracts stipulate the length of stay in accommodation, where a further period of support is required or no suitable move-on option is available an AST will be extended to a periodic tenancy.</p> <p>Fixed terms will not be extended if the tenant has failed to meet their obligation as part of the Tenancy Agreement or the support contract does not allow us to do so.</p> <p>When an occupancy is ended advice and assistance will be provided by the support service to ensure suitable housing options are secured.</p> <p>The Appeals against Housing Management Decisions Policy and Procedure is the vehicle for appeals and requests for reviews in relation to mandatory notices that have been served.</p> <p>Where internal moves are facilitated within Frameworks own stock or a prospective tenant or resident moves to Framework from another provider will be granted the appropriate type of Tenure for that service.</p> <p>This will be in-line with the contractual requirements of the service.</p> <p>When a tenant is moved during re-development or other tenancy works they are given at least the same level of tenure security</p>		

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<p>Mutual exchange</p> <ul style="list-style-type: none"> Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee. Registered providers must publicise the availability of any mutual exchange service (s) it offers to its relevant tenants. Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them. Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges. 	N/A	N/A		



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