

Your Views



Customer Satisfaction Survey 2024

About the Survey

In May and June 2024, many of you took part in an important survey. A sample of customers were invited to take part in a survey by completing either a telephone 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 Coastline Housing maintains your homes and delivers key services. The survey also collected the Tenant Satisfaction Measures (TSMs) as required by the Regulator of Social Housing.

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

This report contains key survey results regarding customers' opinions about their homes and the services received. Please note the results are shown as percentages and are rounded up or down from multiple decimal places to the nearest whole number. Therefore, the percentages may, in some cases, differ by 1% when added together.

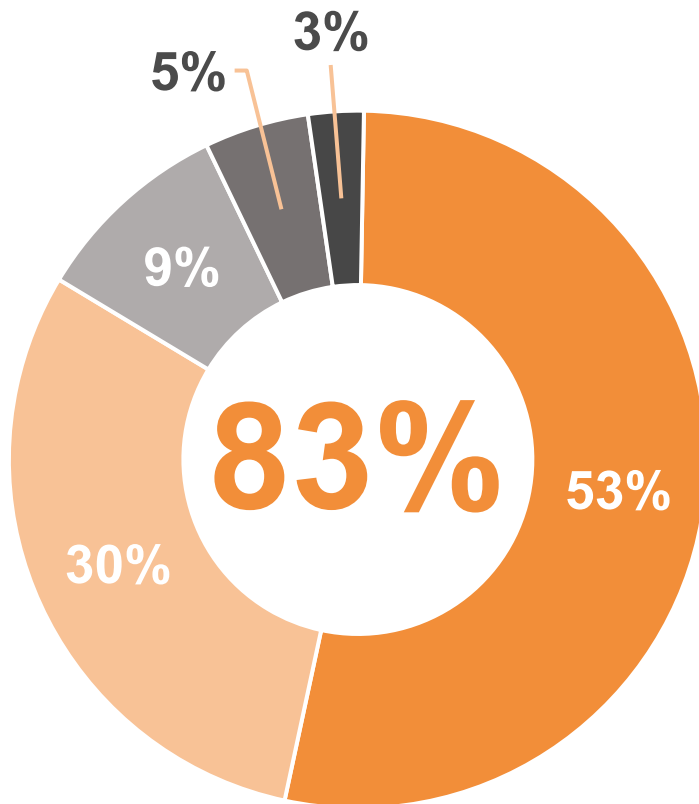
A big thank you to everyone who took part!



Overall Satisfaction



Around eight out of ten customers are satisfied with the overall service provided by Coastline Housing (**83%**).



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



The Home and Communal Areas



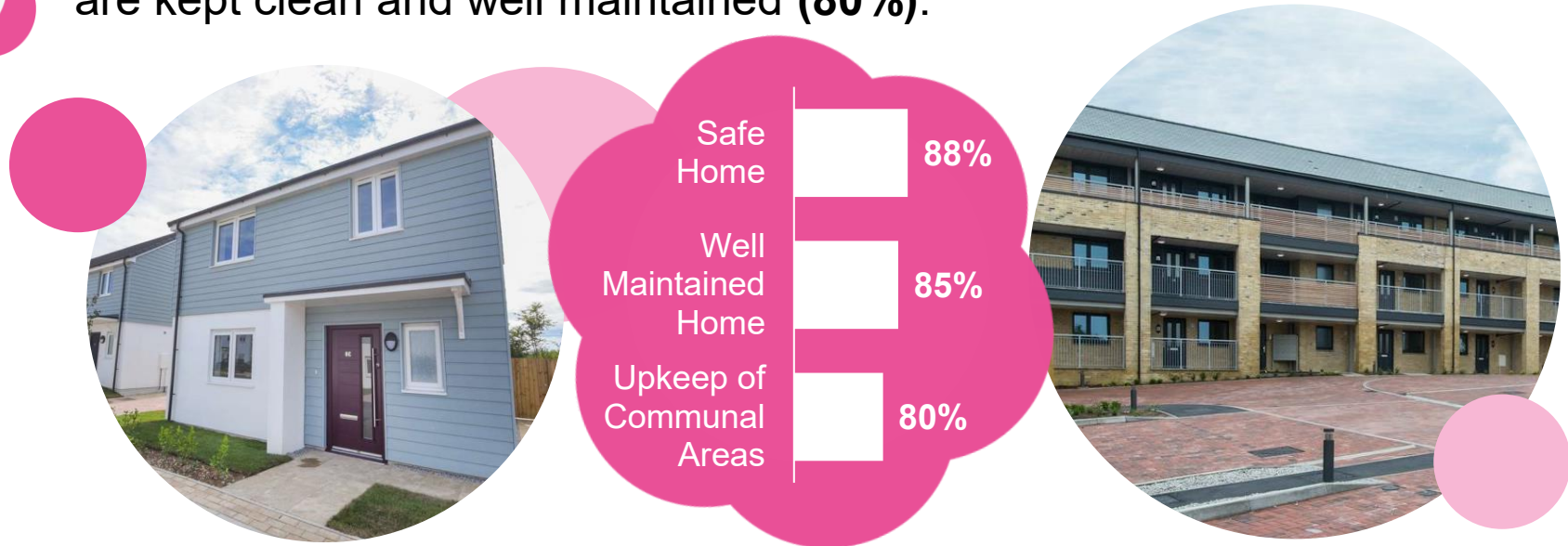
Around nine out of ten customers are satisfied that Coastline Housing provides them with a home that is safe **(88%)**.



Slightly fewer customers are satisfied that they are provided with a home that is well maintained **(85%)**.



Eight out of ten customers with communal areas are satisfied that these areas are kept clean and well maintained **(80%)**.



The Repairs Service



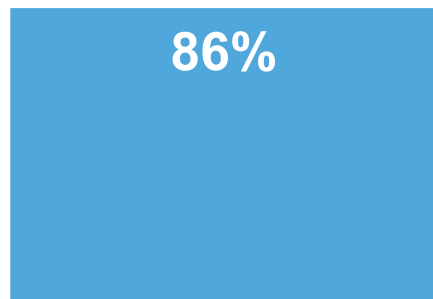
Seven out of ten customers said they had a repair carried out to their home in the last 12 months **(69%)**.



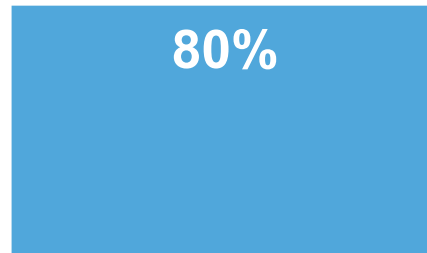
Six out of seven of these customers are satisfied with the overall repairs service over the last 12 months **(86%)**.



Eight out of ten customers are satisfied with the time taken to complete their most recent repair after they reported it **(80%)**.



Overall Repairs Service
(Last 12 Months)



Time Taken to Complete
Most Recent Repair



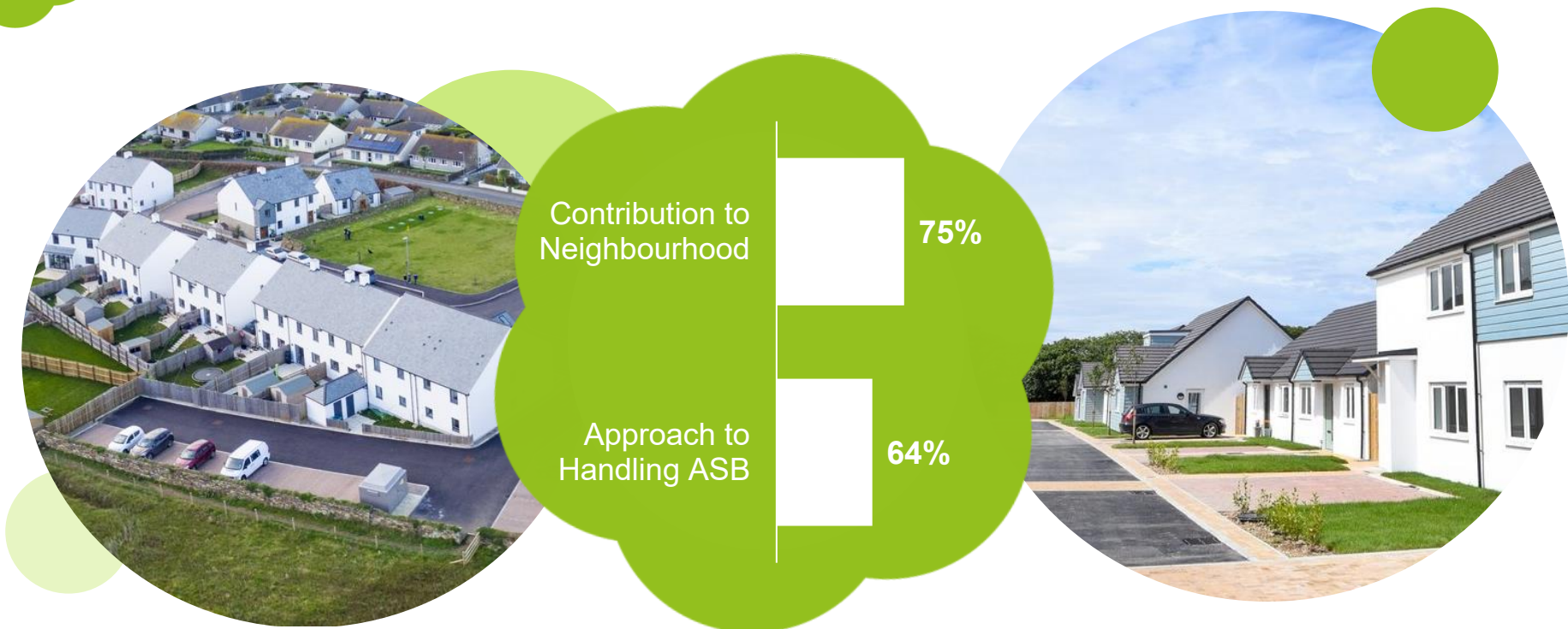
Neighbourhood Management



Three-quarters of customers are satisfied that Coastline Housing makes a positive contribution to their neighbourhood **(75%)**.



Over six out of ten customers are satisfied with Coastline Housing's approach to handling anti-social behaviour **(64%)**.



Respectful and Helpful Engagement



Seven out of ten customers are satisfied that Coastline Housing listens to their views and acts upon them **(71%)**.



Four out of five customers are satisfied that they are kept informed about things that matter to them **(79%)**.



Over eight out of ten customers agree that they are treated fairly and with respect by Coastline Housing **(84%)**.



Six out of seven customers are satisfied that Coastline Housing is easy to deal with **(86%)**.



Customers not satisfied Coastline Housing is easy to deal with, were asked what could be improved and the top comments were around staff providing more care and support and listening more carefully, as well as returning contact.



Handling of Complaints



One out of five customers said they had made a complaint to Coastline Housing in the last 12 months **(19%)**.



Four out of ten of these customers are satisfied with Coastline Housing's approach to complaints handling **(40%)**.



Recommending Coastline Housing



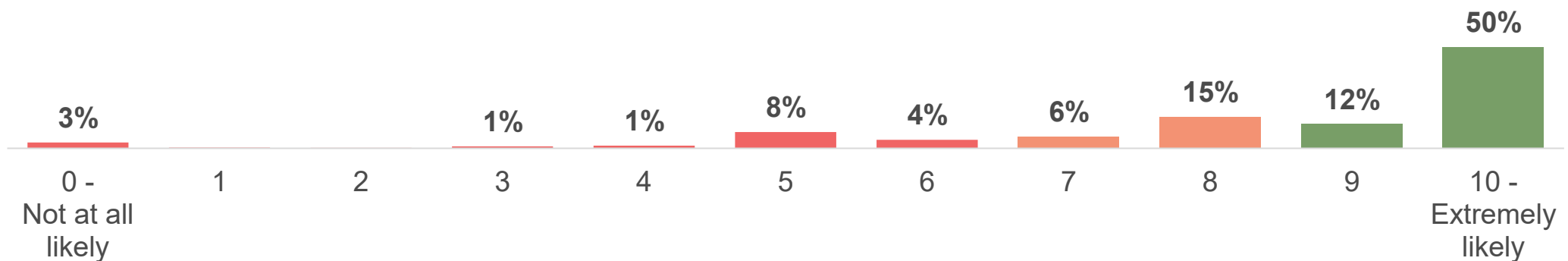
Customers were also asked how likely they would be to recommend Coastline Housing to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Six out of ten customers are very loyal and happy to recommend Coastline Housing to other people (**61%**). However, **21%** of customers are unsure and **18%** would not recommend them.



The 'Net Promoter Score' for Coastline Housing (the percentage of those who would recommend Coastline Housing minus the percentage of those who would not) is **+44**.



Tenants' Comments

Customers very satisfied with the overall service provided, were asked to explain why. 500 customers gave comments, with customers praising the repairs service, as well as saying they are generally happy. Customers also positively commented on the communications, how they are listened to and the attitude of staff.

Other customers were asked how Coastline Housing could improve the overall service provided. These customers most frequently referred to the repairs service, including outstanding repairs that have not been dealt with, the time taken to complete repairs and the quality of repair work.

*Top comments – Why very satisfied**



Top comments – What could be improved



**Please note customers could mention more than one service area in their comment.*

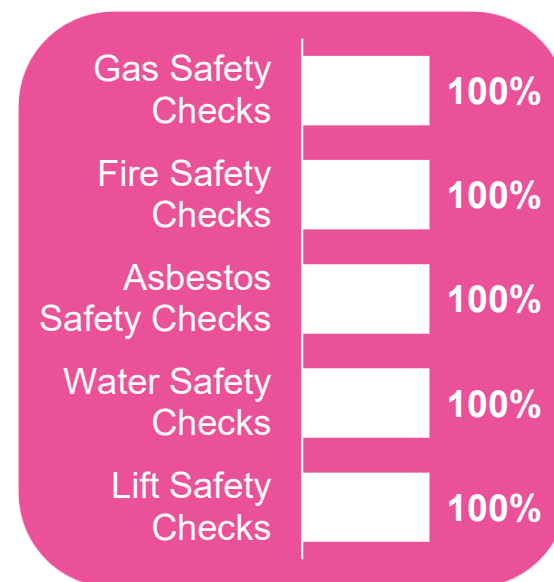
Summary of Tenant Satisfaction Measures (TSMs)

| | | |
|-------------|---|------------|
| TP01 | Proportion of respondents who report that they are satisfied with the overall service from their landlord. | 83% |
| 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. | 86% |
| 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. | 80% |
| TP04 | Proportion of respondents who report that they are satisfied that their home is well maintained. | 85% |
| TP05 | Proportion of respondents who report that they are satisfied that their home is safe. | 88% |
| TP06 | Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. | 71% |
| TP07 | Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. | 79% |
| TP08 | Proportion of respondents who report that they agree their landlord treats them fairly and with respect. | 84% |
| 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. | 40% |
| TP10 | Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained. | 80% |
| TP11 | Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. | 75% |
| TP12 | Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour. | 64% |

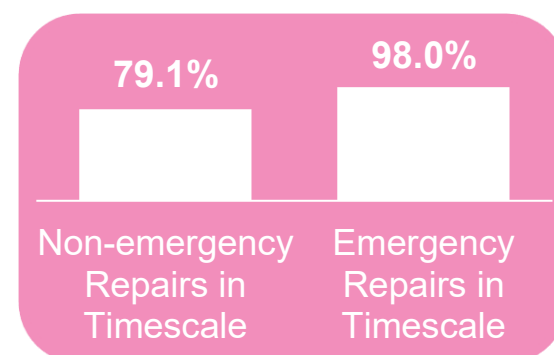
TSM Management Information: Safety and Repairs

The following two pages include a summary of the TSMs generated from Coastline Housing's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Coastline Housing (including all residents).

| | | |
|-------------|---|-------------|
| BS01 | Proportion of homes for which all required gas safety checks have been carried out. | 100% |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out. | 100% |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100% |
| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out. | 100% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 100% |



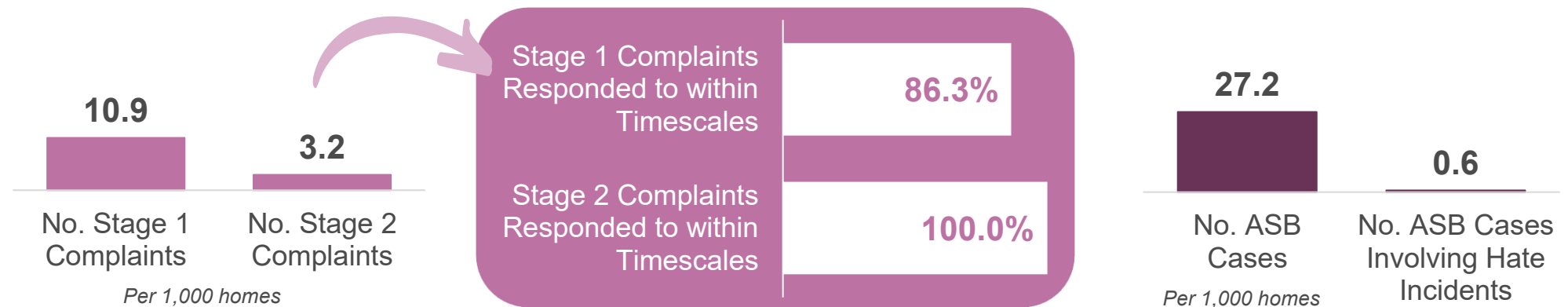
| | | |
|-----------------|--|--------------|
| RP01 | Proportion of homes that do not meet the Decent Homes Standard. | 0.0% |
| RP02 (1) | Proportion of non-emergency responsive repairs completed within the landlord's target timescale (60 working days). | 79.1% |
| RP02 (2) | Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours). | 98.0% |



TSM Management Information: Complaints and ASB

| | | |
|-----------------|--|---------------|
| CH01 (1) | Number of stage one complaints received per 1,000 homes. | 10.9 |
| CH01 (2) | Number of stage two complaints received per 1,000 homes. | 3.2 |
| CH02 (1) | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 86.3% |
| CH02 (2) | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 100.0% |

| | | |
|-----------------|---|-------------|
| NM01 (1) | Number of anti-social behaviour cases opened per 1,000 homes. | 27.2 |
| NM01 (2) | Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. | 0.6 |



Your Views

Coastline Housing 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 might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

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



Thank you once again to everyone who took part!

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) | 1,054 |
| B. | Timing of survey | 15 May to 10 June 2024 |
| C. | Collection method(s) | Telephone and online surveys |
| D. | Sample method | Random stratified sample, using quotas |
| E. | Summary of the assessment of representativeness of the sample against the relevant tenant population | Quotas set on tenure type, age group and areas to ensure representativeness |
| F. | Details of any weighting applied to generate the reported perception measures | No weighting 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 | N/A |
| I. | Reasons for any failure to meet the required sample size requirements | N/A |
| J. | Type and amount of any incentives offered to tenants to encourage survey completion | Respondents were entered into a prize draw, to win one of 20 prizes, ranging from £10 to £250 in Love2Shop vouchers |
| K. | Any other methodological issues likely to have a material impact on the tenant perception measures reported | None |