

Your Views

Shared Ownership Satisfaction Survey 2024

About the Survey

In May and June 2024, many of you took part in an important survey. A sample of shared owners 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 shared owners are most concerned about, informing Coastline Housing's future strategic and operational planning.

This report contains key survey results regarding shared owners' 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.

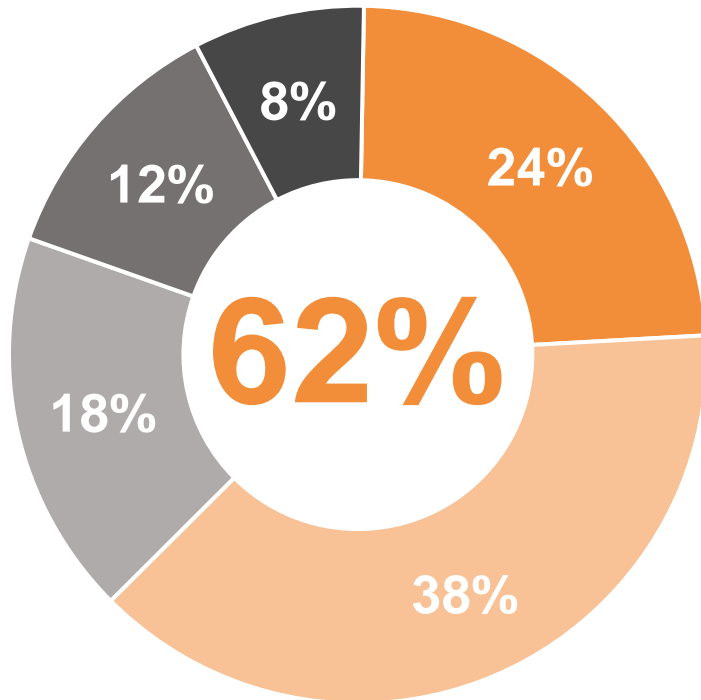


A big thank you to everyone who took part!

Overall Satisfaction



Around six out of ten shared owners are satisfied with the overall service provided by Coastline Housing (**62%**).



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



The Home and Communal Areas



Eight out of ten shared owners are satisfied that Coastline Housing provides them with a home that is safe **(81%)**.



Around six out of ten shared owners with communal areas are satisfied that these areas are kept clean and well maintained **(63%)**.



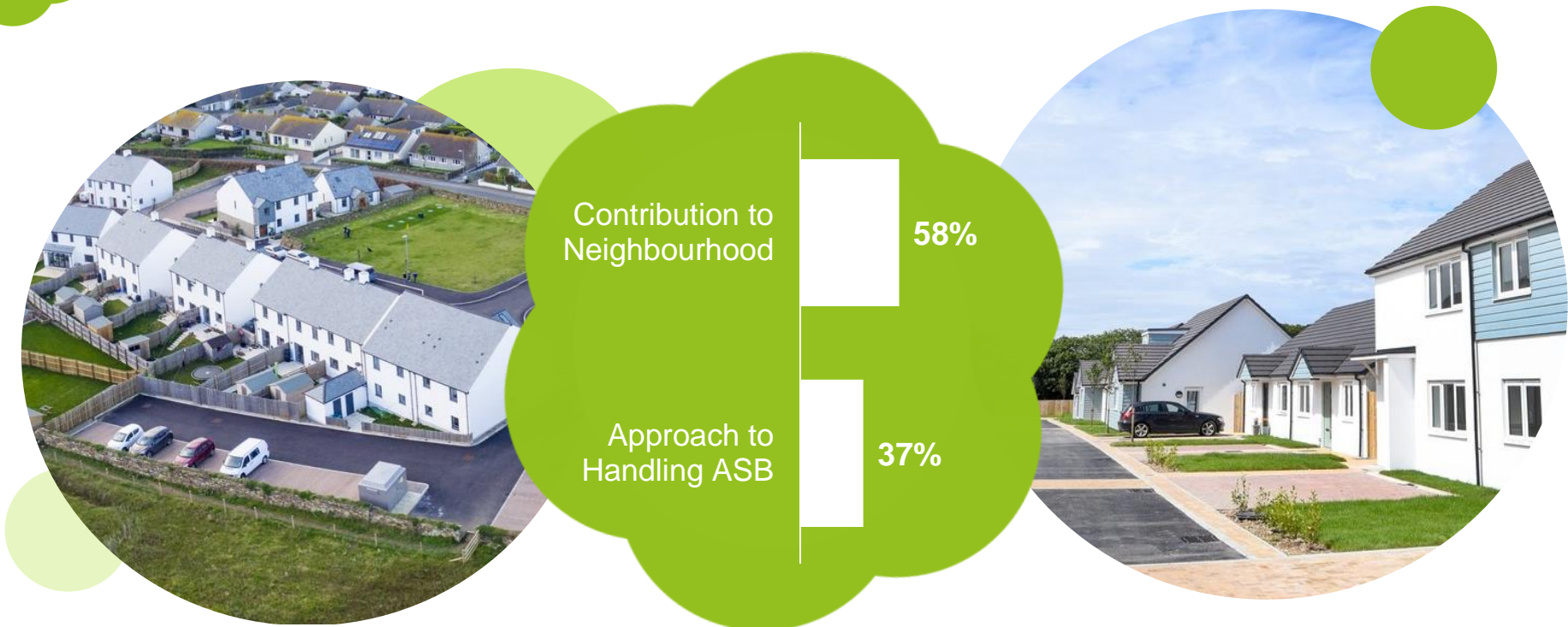
Neighbourhood Management



Around six out of ten shared owners are satisfied that Coastline Housing makes a positive contribution to their neighbourhood (**58%**).



Fewer shared owners are satisfied with Coastline Housing's approach to handling anti-social behaviour (**37%**).



Respectful and Helpful Engagement



Over four out of ten shared owners are satisfied that Coastline Housing listens to their views and acts upon them **(44%)**.



Around three out of five shared owners are satisfied that they are kept informed about things that matter to them **(58%)**.



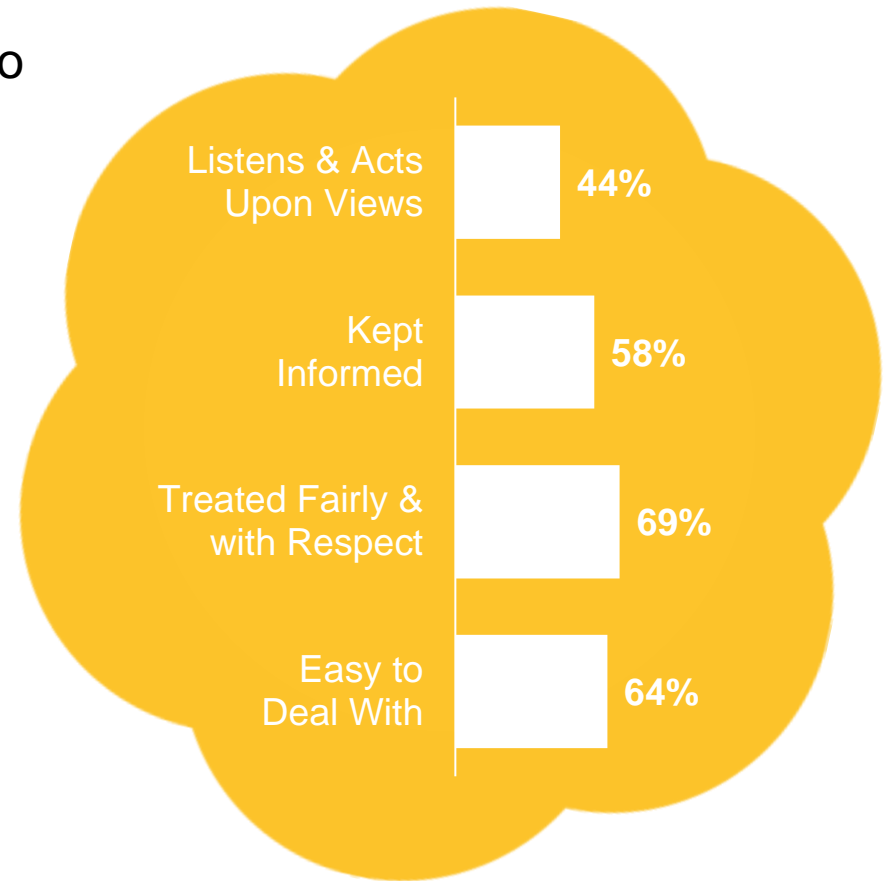
Seven out of ten shared owners agree that they are treated fairly and with respect by Coastline Housing **(69%)**.



Around two out of three shared owners are satisfied that Coastline Housing is easy to deal with **(64%)**.



Shared owners not satisfied Coastline Housing is easy to deal with, were asked what could be improved and the top comments were around their calls and emails being returned and staff providing more care, empathy and support.



Handling of Complaints



Three out of ten shared owners said they had made a complaint to Coastline Housing in the last 12 months **(31%)**.



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



Recommending Coastline Housing



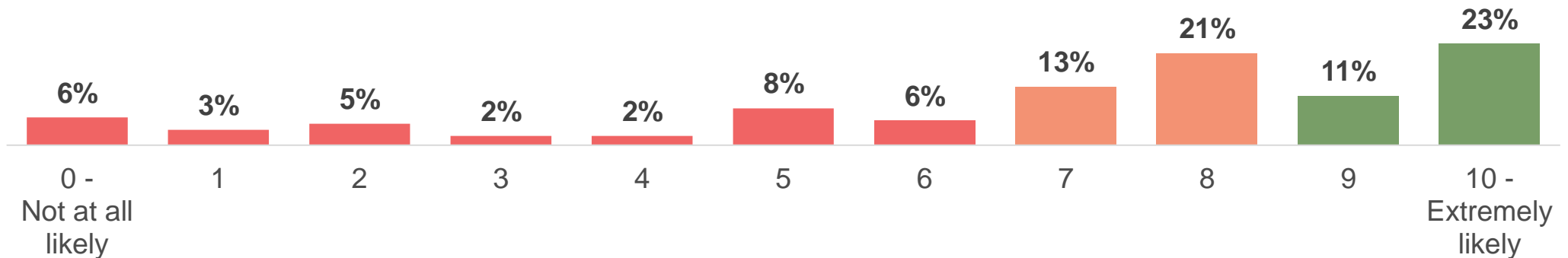
Shared owners were also asked how likely they would be to recommend Coastline Housing to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



One-third of shared owners are very loyal and happy to recommend Coastline Housing to other people (**34%**). However, **34%** of shared owners are unsure and **32%** would not recommend them.



The 'Net Promoter Score' for Coastline Housing (the percentage of shared owners who would recommend Coastline Housing minus the percentage of those who would not) is **+1**.

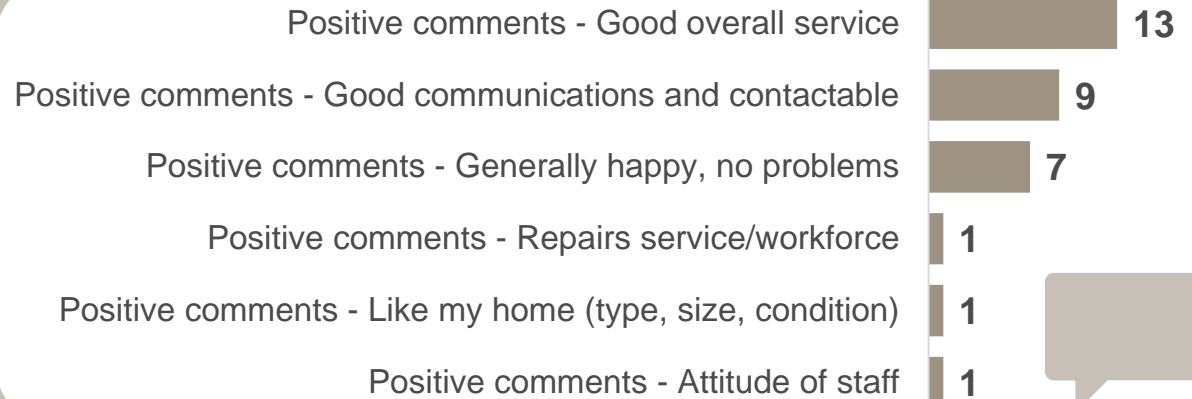


Shared Owners' Comments

Shared owners very satisfied with the overall service provided, were asked to explain why. 31 shared owners gave comments, with shared owners positively commenting on the good overall service they receive, as well as specifically praising the communications, repairs service and attitude of the staff.

Other shared owners were asked how the service provided could be improved. These shared owners most frequently referred to the repairs service, including outstanding repairs that have not been dealt with and the time taken to complete repairs. Shared owners also mentioned value for money and communications.

Top comments – Why very satisfied*



Top comments – What could be improved

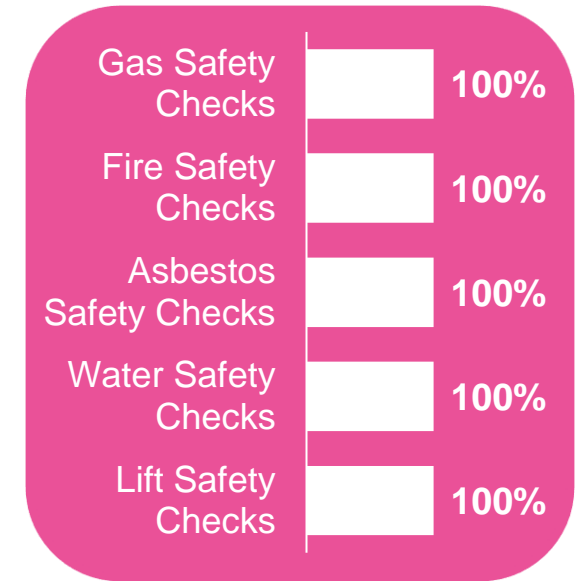


*Please note shared owners could mention more than one service area in their comment.

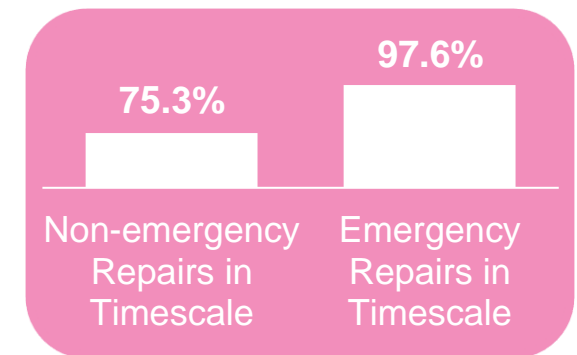
TSM Management Information: Safety and Repairs

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%



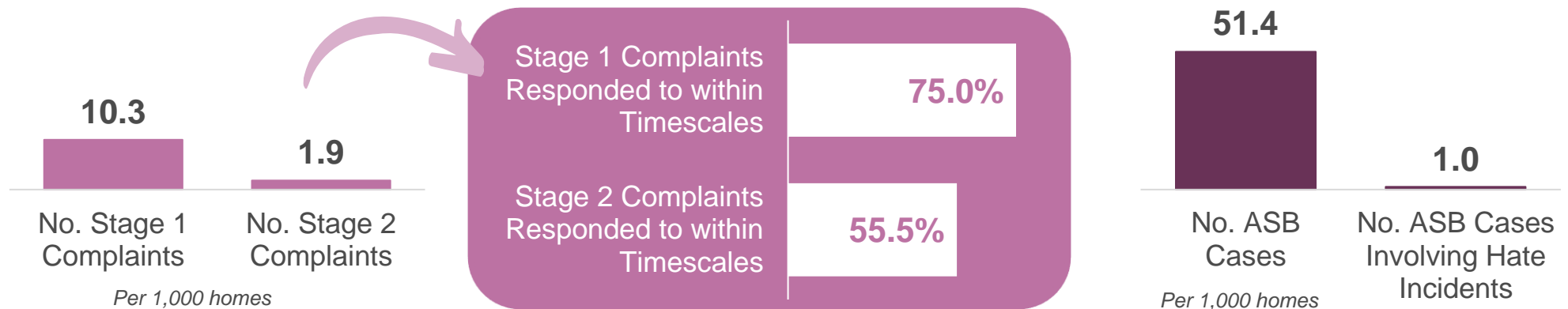
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	75.3%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	97.6%



TSM Management Information: Complaints and ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	10.3
CH01 (2)	Number of stage two complaints received per 1,000 homes.	1.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	75.0%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	55.5%

NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	51.4
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	1.0



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 shared owners to further improve the services they provide.



*We will
use your
feedback
to help
improve...*

Thank you once again to everyone who took part!

TSM Summary of Results and Approach

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	62%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	81%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	44%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	58%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	69%
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.	63%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	58%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	37%

A.	A summary of achieved sample size (number of responses)	151
B.	Timing of survey	15 May to 10 June 2024
C.	Collection method(s)	Telephone and online surveys
D.	Sample method	Random stratified sample, with 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, 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