

Your Views

Shared Ownership Satisfaction Survey 2023

About the Survey

In May and June 2023, many of you took part in an important survey. The survey was carried out online. It focused on how happy you are with the way Coastline Housing maintains your homes and delivers key services. The survey was anonymous and carried out by an independent market research company – Acuity Research and Practice.

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.

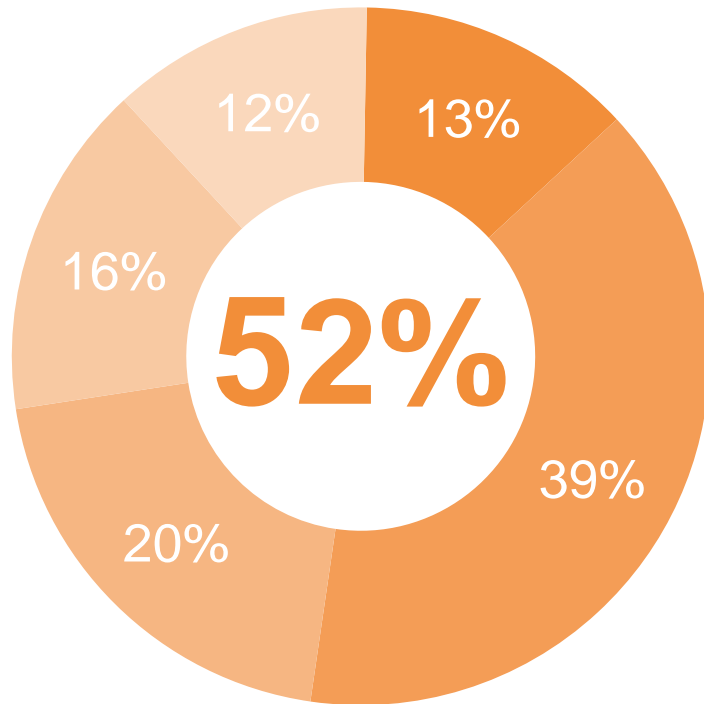
A big thank you to everyone who took part!



Overall Satisfaction



Around half of shared owners are satisfied with the overall service provided by Coastline Housing (**52%**).



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



The Home and Communal Areas



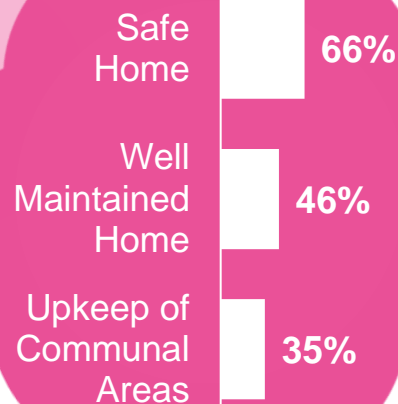
Two out of three shared owners are satisfied that Coastline Housing provides a home that is safe **(66%)**.



Almost half of shared owners are satisfied that their homes are well maintained **(46%)**.



Just over one-third of shared owners are satisfied that their communal areas are kept clean and well maintained **(35%)**.



The Repairs Service



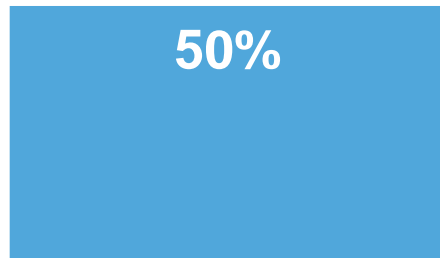
A quarter of shared owners had a repair carried out to their homes in the last 12 months (**25%**).



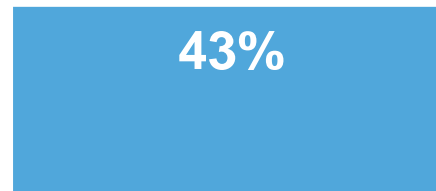
Of these shared owners, **50%** are satisfied with the overall repairs service over the last 12 months.



Around four out of ten shared owners are satisfied with the time taken to complete their most recent repair after they reported it (**43%**).



Overall Repairs Service
(Last 12 months)



Time Taken to Complete
Last Repair

Neighbourhood Management



Two-fifths of shared owners are satisfied that Coastline Housing makes a positive contribution to their neighbourhood **(39%)**.



Three out of ten shared owners are satisfied with Coastline Housing's approach to handling anti-social behaviour **(29%)**.



Contribution to Neighbourhood

39%

Approach to Handling ASB

29%



Respectful and Helpful Engagement



One-third of shared owners are satisfied with how Coastline Housing listens to their views and acts upon them **(33%)**.



Under half of shared owners are satisfied that they are kept informed about things that matter to them **(46%)**.



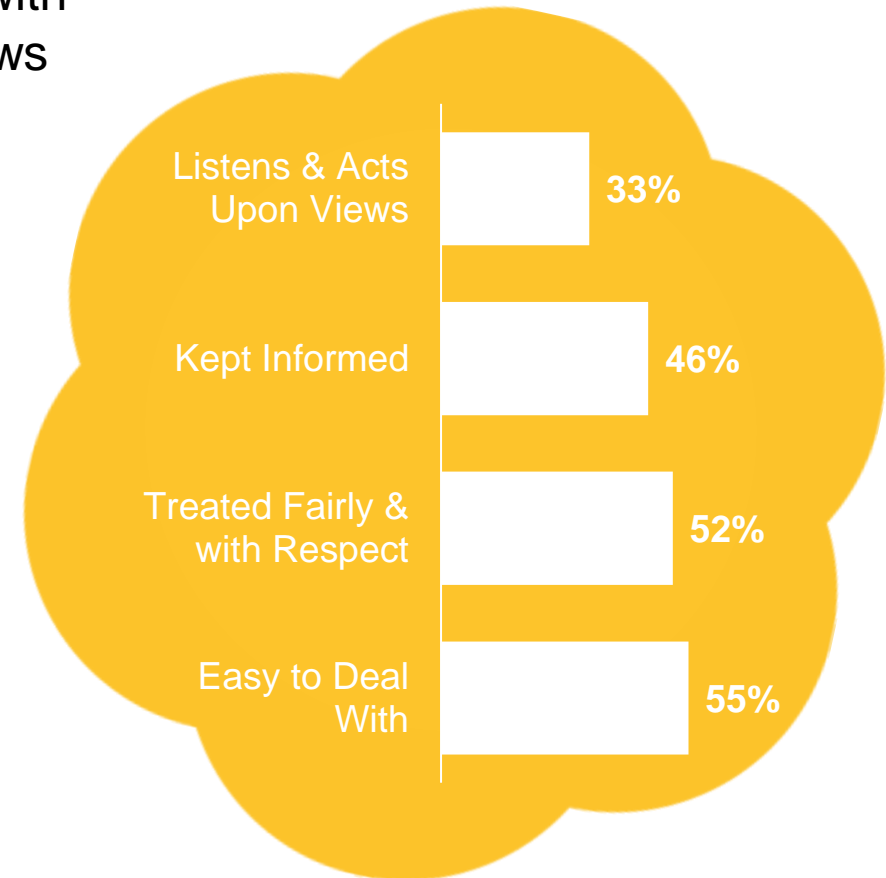
Around five out of ten shared owners agree that Coastline Housing treats them fairly and with respect **(52%)**.



Over half of shared owners are satisfied that Coastline Housing is easy to deal with **(55%)**.



Most shared owners would prefer to be contacted to take part in future surveys through either an email **(73%)** or text **(22%)** with a link to an online survey. While **2%** would prefer a telephone call and **4%** are not sure.



Handling of Complaints



Around a quarter of shared owners stated that they had made a complaint to Coastline Housing in the last 12 months **(23%)**.



Just over a third of these shared owners are satisfied with Coastline Housing's approach to complaints handling **(36%)**.



Recommending Coastline Housing



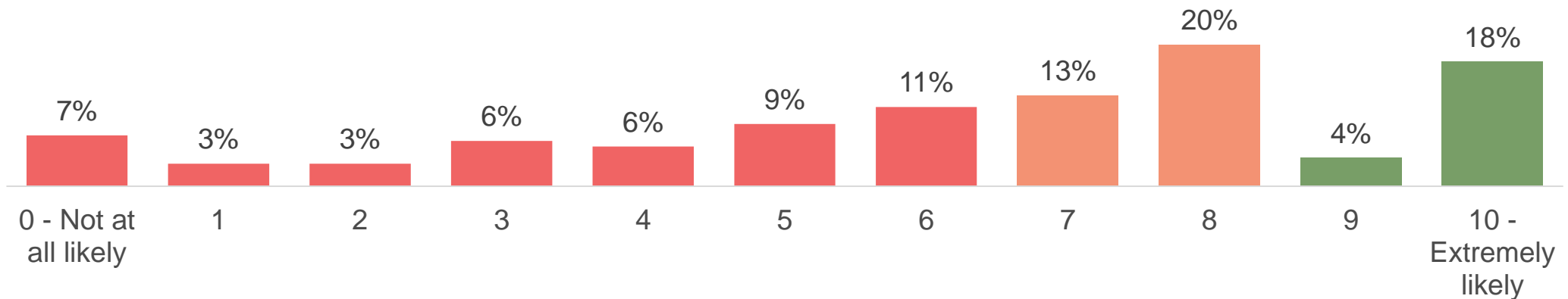
Shared owners were also asked how likely they would be to recommend Coastline Housing to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around a fifth of shared owners are very loyal and happy to recommend Coastline Housing to other people (**22%**). However, **33%** of residents are unsure and **46%** would not recommend them, feeling rather more negative about the association.



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 **-24**.



Improving Services

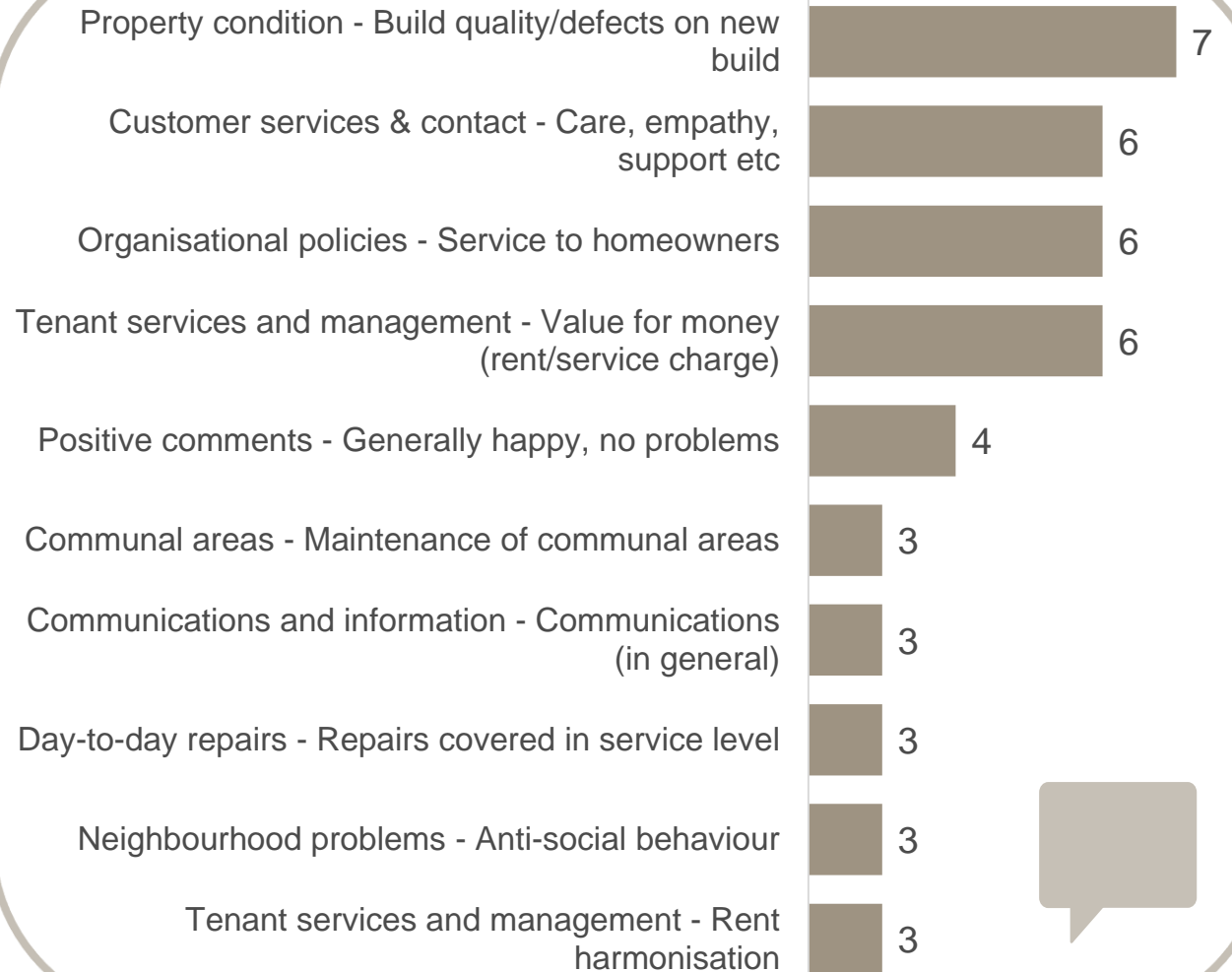
Shared owners were asked if Coastline could do one thing to improve its services, and what they would like it to be; 70 shared owners gave comments.

Shared owners most frequently mentioned issues with their new build homes, including defects. While others would like staff to provide more care, empathy and support.

Shared owners also commented on the service they receive compared to tenants, as well as that the value for money provided could be improved.

Although some did have no improvement suggestions, being happy with the services as they are.

Top comments



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.

Thank you once again to everyone who took part!

