

Your Views

Customer 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 and by telephone. 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 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.

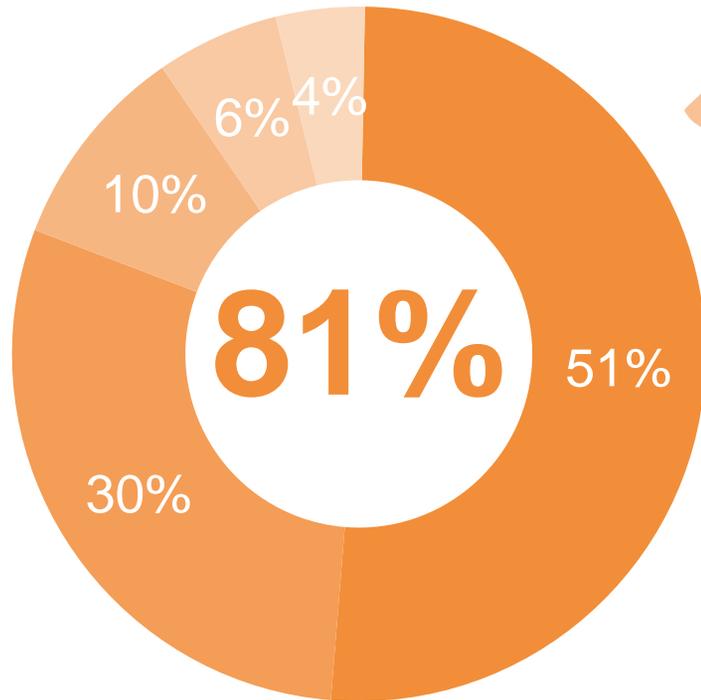
A big thank you to everyone who took part!



Overall Satisfaction



Eight out of ten customers are satisfied with the overall service provided by Coastline Housing (**81%**).



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



The Home and Communal Areas



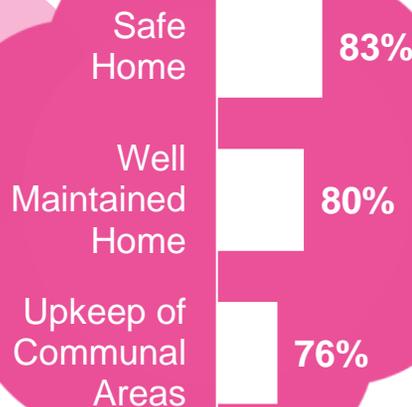
Over eight out of ten customers are satisfied that Coastline Housing provides a home that is safe **(83%)**.



Slightly fewer customers are satisfied that their homes are well maintained **(80%)**.



Three-quarters of customers are satisfied that their communal areas are kept clean and well maintained **(76%)**.



The Repairs Service



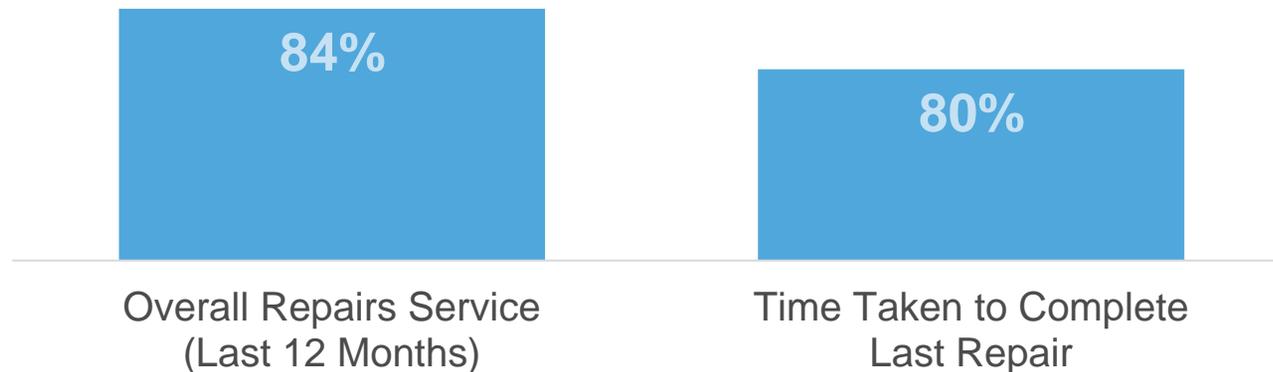
Three-quarters of customers had a repair carried out to their homes in the last 12 months (**74%**).



Of these customers, **84%** are satisfied with the overall repairs service over the last 12 months.



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



Neighbourhood Management



Around two out of three customers are satisfied that Coastline Housing makes a positive contribution to their neighbourhood (**65%**).



Over half of customers are satisfied with Coastline Housing's approach to handling anti-social behaviour (**56%**).



Contribution to
Neighbourhood

65%

Approach to
Handling ASB

56%



Respectful and Helpful Engagement



Over three-fifths of customers are satisfied with how Coastline Housing listens to their views and acts upon them **(64%)**.



Seven out of ten customers are satisfied that they are kept informed about things that matter to them **(70%)**.



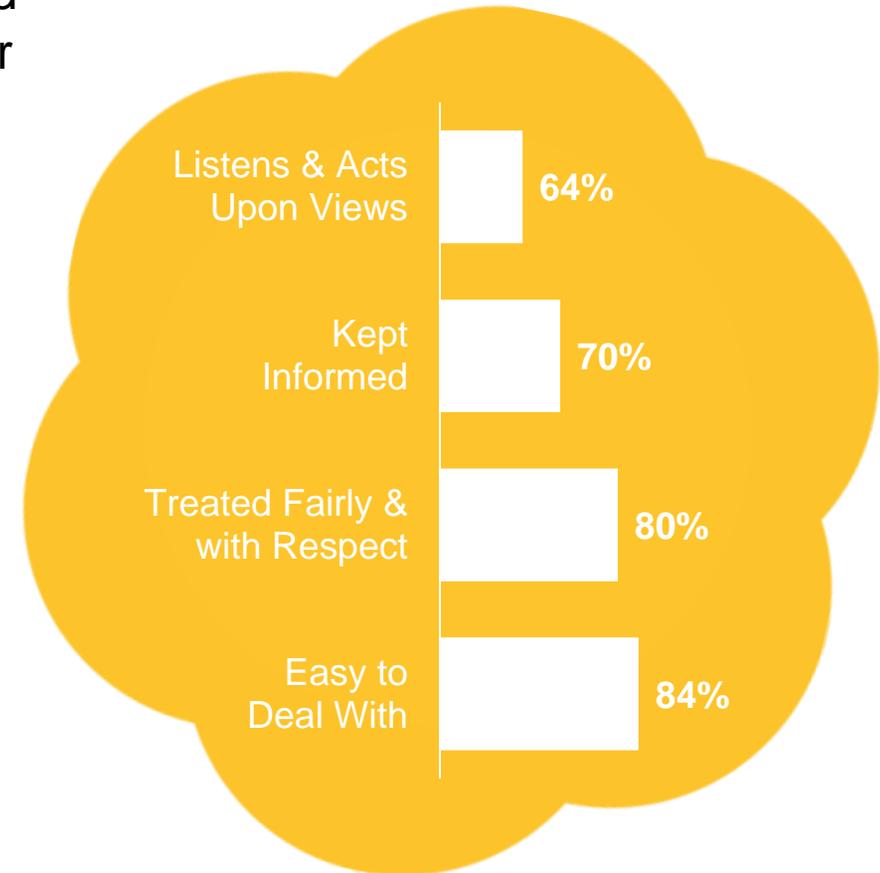
Four out of five customers agree that Coastline Housing treats them fairly and with respect **(80%)**.



Over eight out of ten customers are satisfied that Coastline Housing is easy to deal with **(84%)**.



Most customers would prefer to be contacted to take part in future surveys through either an email **(58%)** or text **(21%)** with a link to an online survey. While **13%** would prefer a telephone call and **4%** a postal questionnaire.



Handling of Complaints



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



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



Recommending Coastline Housing



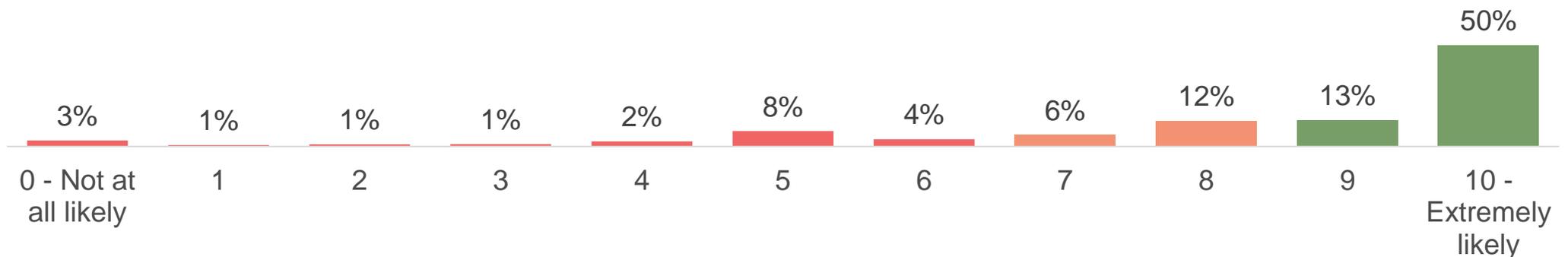
Customers were also asked how likely they would be to recommend Coastline Housing to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



Around six out of ten customers are very loyal and happy to recommend Coastline Housing to other people (**63%**). However, **18%** of customers are unsure and **19%** 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 **+43**.



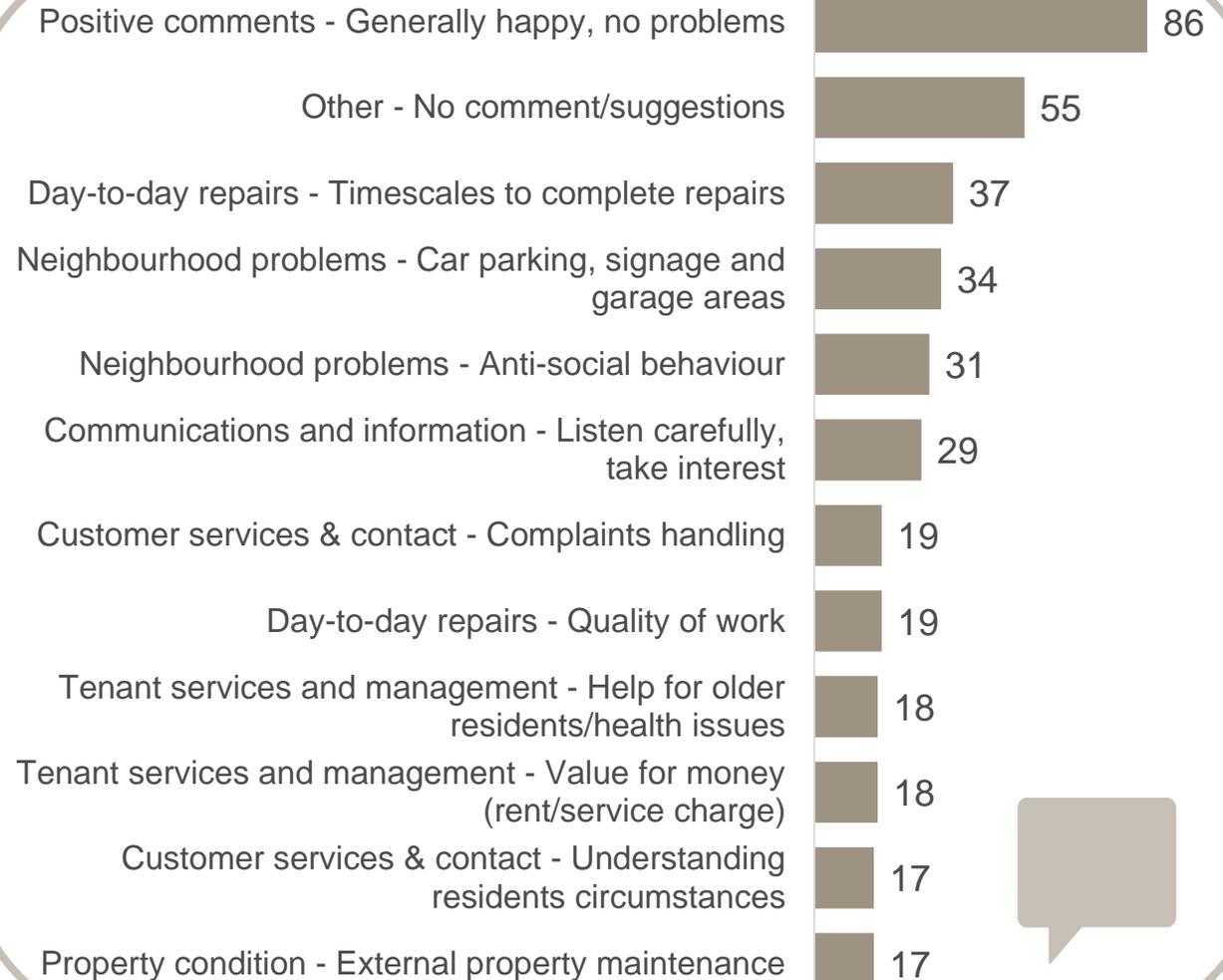
Improving Services

Customers were asked if Coastline could do one thing to improve its services, and what they would like it to be. Although 666 customers made comments, 86 stated that they are happy with the service as it is and a further 55 had no suggestions.

Of the more negative comments, customers most frequently referred to the repairs service, including the timescales to complete repairs and the quality of work.

Other customers mentioned neighbourhood problems in their area, such as issues with car parking and anti-social behaviour. While some customers would like better communications, customer service and value for money.

Top comments



Summary of Tenant Satisfaction Measures (TSMs)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	81%
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.	84%
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.	80%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	83%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	64%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	70%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	80%
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.	76%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	65%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	56%

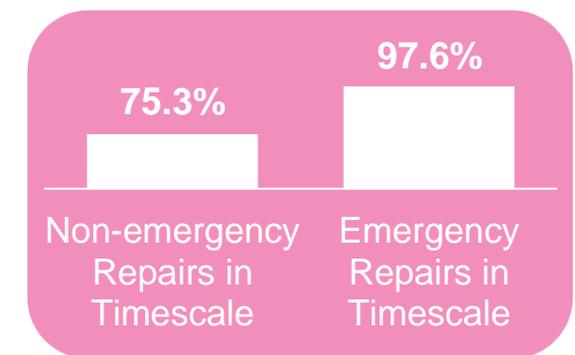
TSM Management Information: Safety and Repairs

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%



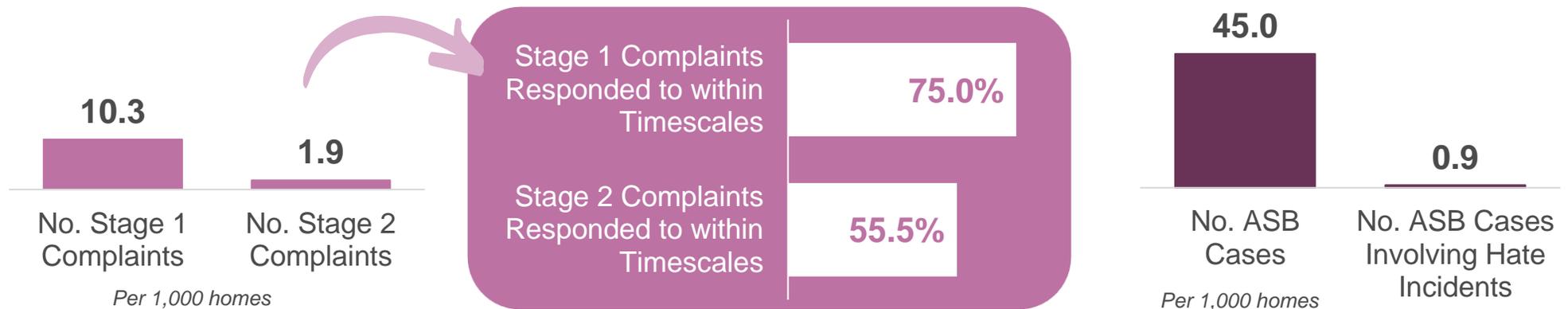
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	75.3%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	97.6%



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.	45.0
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.9



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 they provide.

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)	1,140
B.	Timing of survey	16 May to 8 June 2023
C.	Collection method(s)	Telephone and online surveys via email
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 and age group 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 twenty £10 Love2Shop vouchers, or one of two £250 Love2Shop vouchers
K.	Any other methodological issues likely to have a material impact on the tenant perception measures reported	None