

Your Views

Customer Satisfaction Survey 2025/26

About the Survey

In May and June 2025, 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 home 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 that 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.

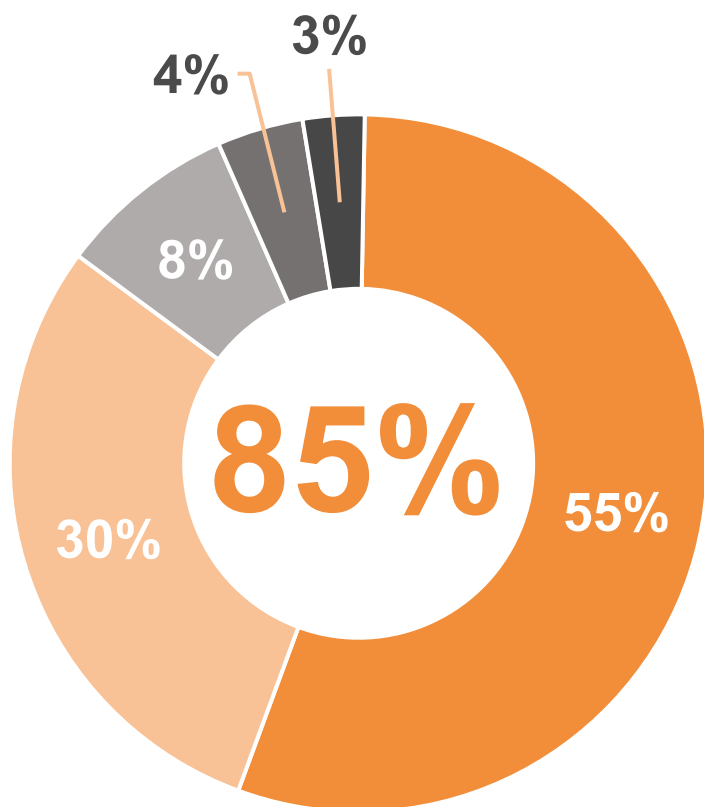
A big thank you to everyone who took part!



Overall Satisfaction



Over eight out of ten customers are satisfied with the overall service provided by Coastline Housing (**85%**).



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



The Home and Communal Areas



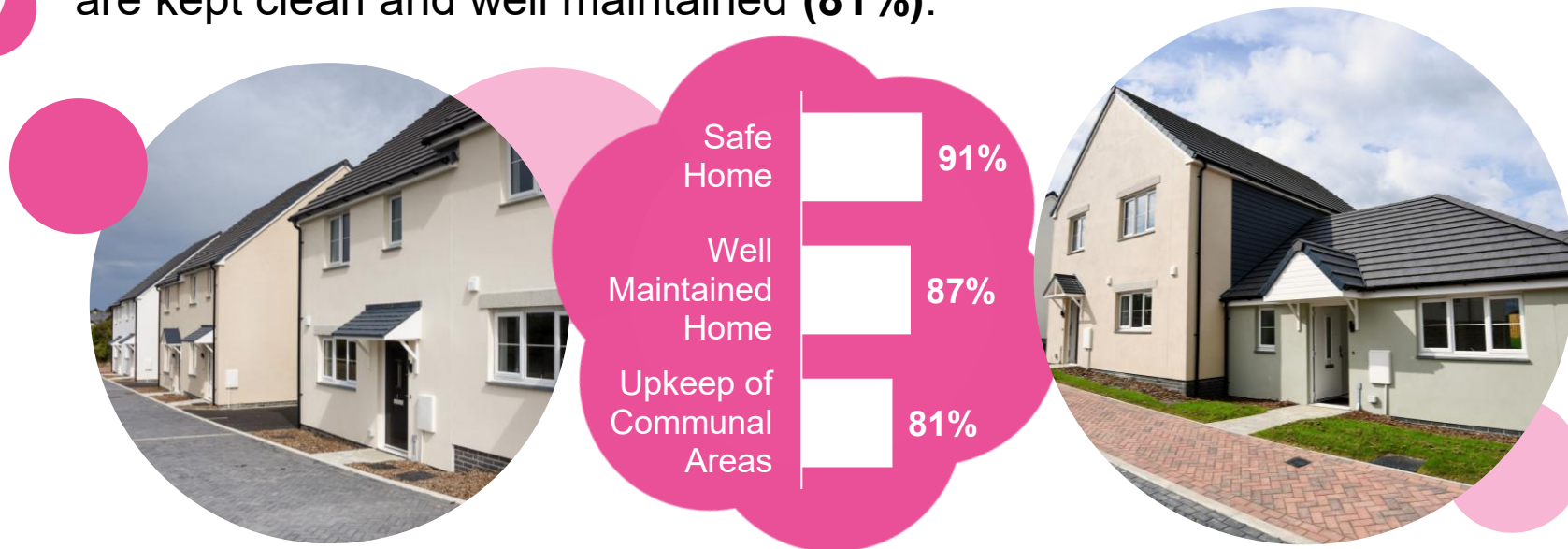
Nine out of ten customers are satisfied that Coastline Housing provides them with a home that is safe **(91%)**.



Slightly fewer customers are satisfied that they are provided with a home that is well maintained **(87%)**.



Eight out of ten customers with communal areas are satisfied that these areas are kept clean and well maintained **(81%)**.



The Repairs Service



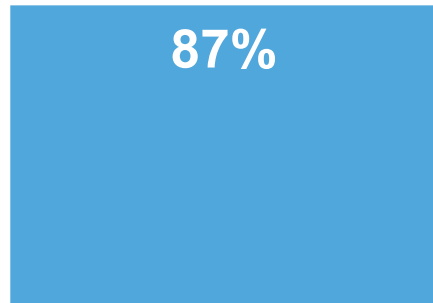
Seven out of ten customers said they had a repair carried out to their home in the last 12 months **(70%)**.



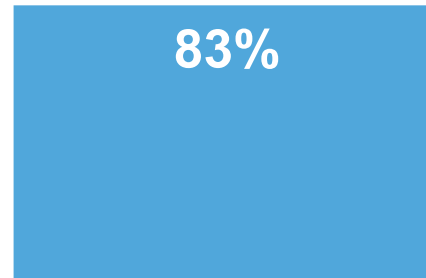
Six out of seven of these customers are satisfied with the overall repairs service over the last 12 months **(87%)**.



Around eight out of ten customers are satisfied with the time taken to complete their most recent repair **(83%)**.



Overall Repairs Service
(Last 12 Months)



Time Taken to Complete
Most Recent Repair

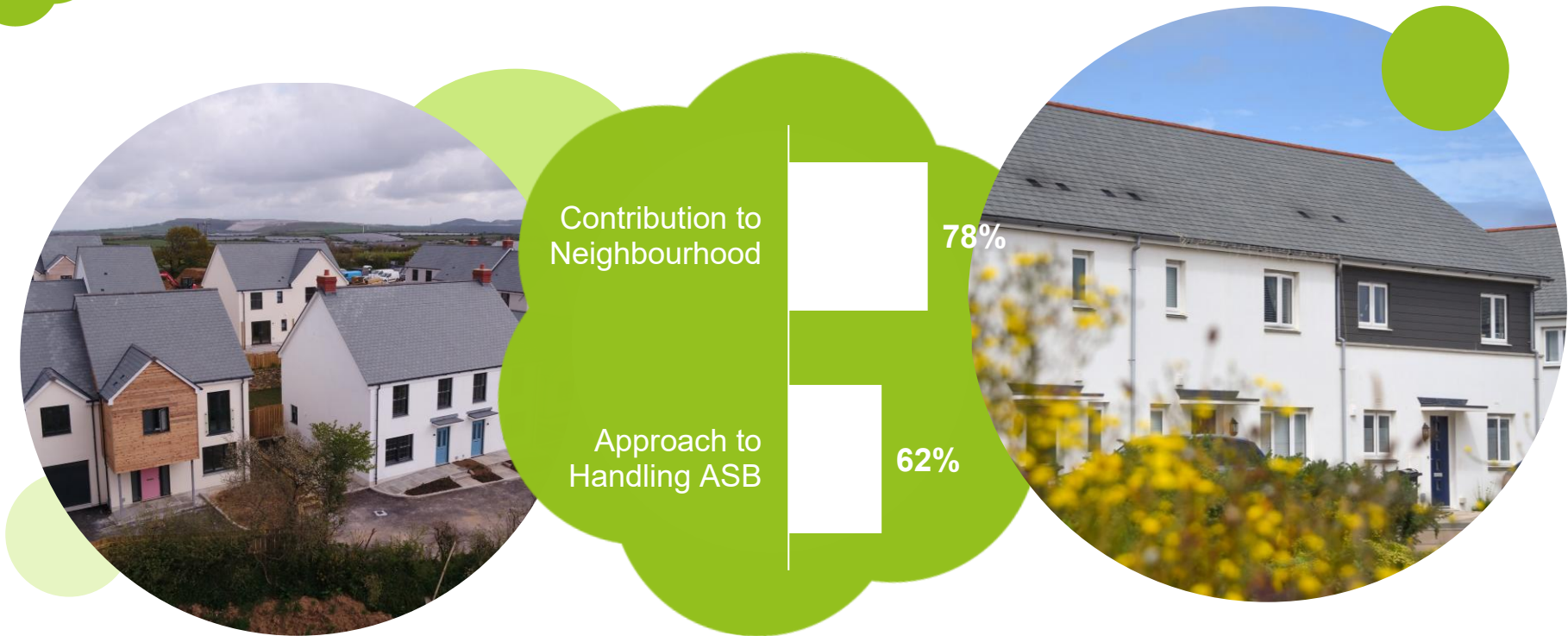
Neighbourhood Management



Around eight out of ten customers are satisfied that Coastline Housing makes a positive contribution to their neighbourhood (**78%**).



Fewer customers are satisfied with Coastline Housing's approach to handling anti-social behaviour (**62%**).



Respectful and Helpful Engagement



Seven out of ten customers are satisfied that Coastline Housing listens to their views and acts upon them **(70%)**.



Around four out of five customers are satisfied that they are kept informed about things that matter to them **(82%)**.



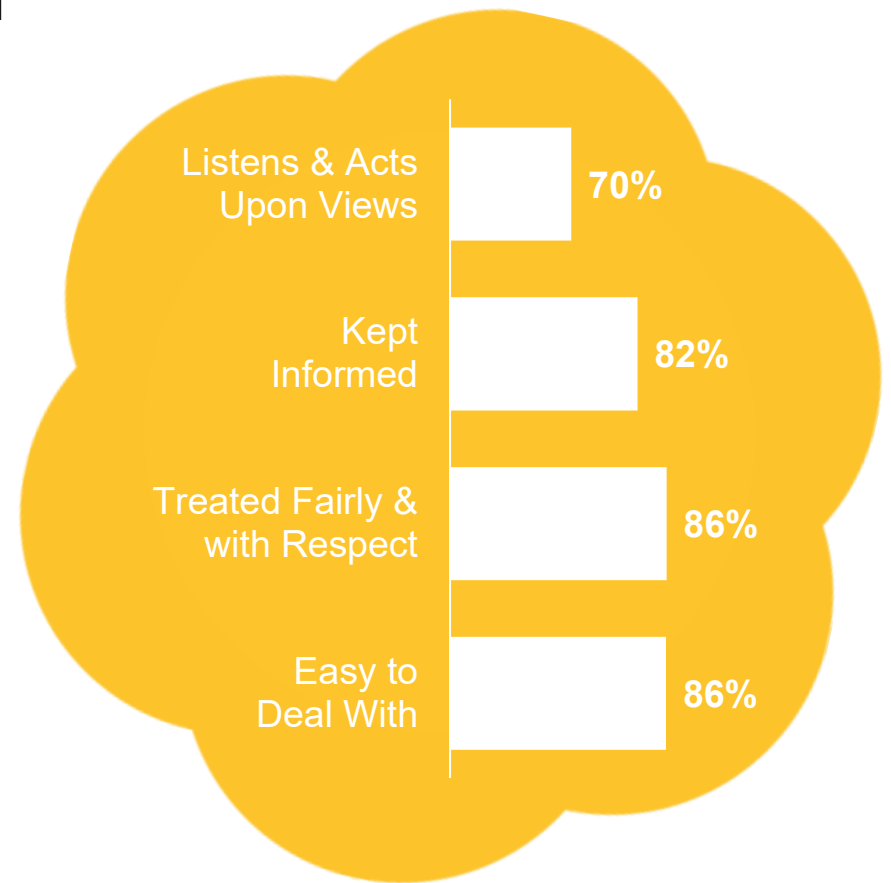
Almost nine out of ten customers agree that they are treated fairly and with respect by Coastline Housing **(86%)**.



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



When asked to comment on the customer service and communications from Coastline Housing, many customers are positive about the staff being polite, friendly and helpful, and problems being resolved quickly.



Handling of Complaints



One out of seven customers said they had made a complaint to Coastline Housing in the last 12 months **(15%)**.



Around four out of ten of these customers are satisfied with Coastline Housing's approach to complaints handling **(38%)**.



Recommending Coastline Housing



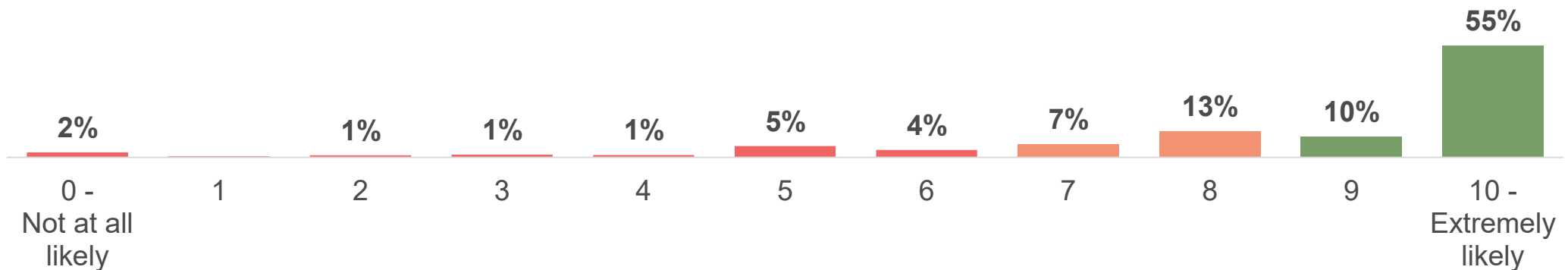
Customers were also asked how likely they would be to recommend Coastline Housing to other people. This is a 0-10 point rating. Those who would recommend the association score 9 or 10, those who are unsure score 7 or 8, and those who would not recommend them to others score 6 or below.



Around two-thirds of customers are very loyal and happy to recommend Coastline Housing to other people (**65%**). However, **19%** of customers are unsure, and **16%** 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 **+49**.

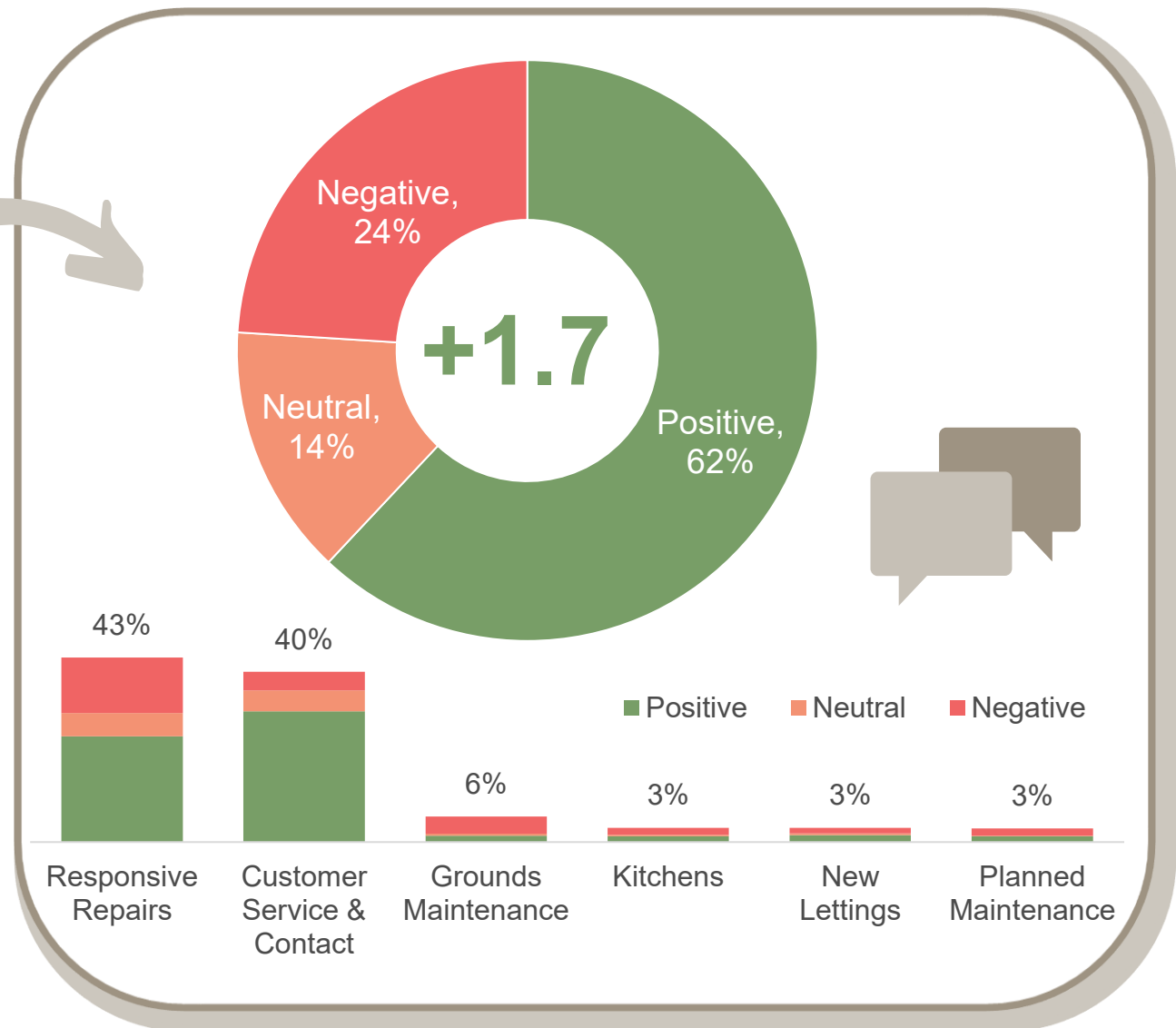


Customers' Comments

Customers were asked to describe their specific experiences that have shaped their view of the overall service provided by Coastline Housing, and 880 comments were received.

Around six out of ten of these comments have positive sentiment (**62%**), **14%** neutral, and **24%** negative sentiment. This gives a positive overall sentiment score of **+1.7** (on a scale from -5 to +5).

The most commonly mentioned categories by customers are responsive repairs (**43%**) and customer service and contact (**40%**), followed by grounds maintenance (**6%**).



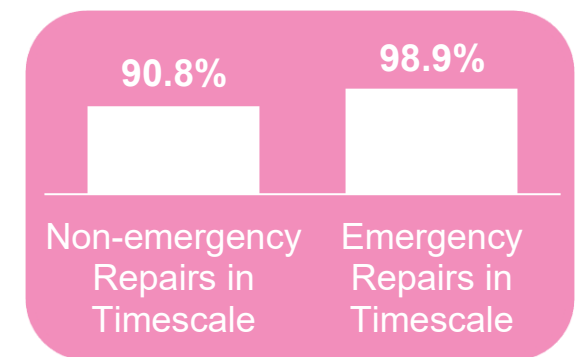
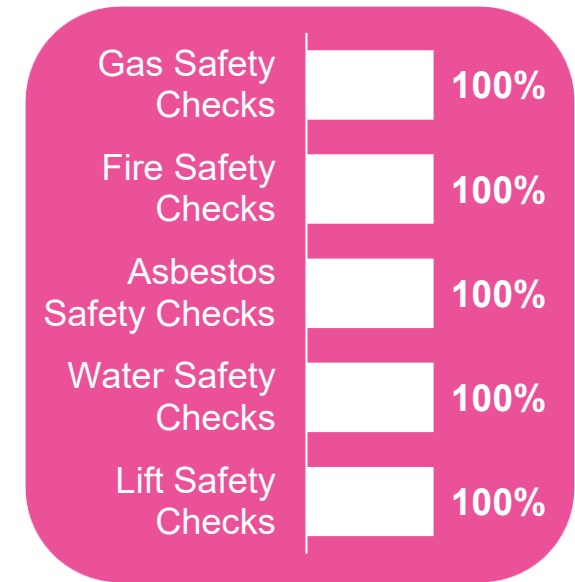
Summary of Tenant Satisfaction Measures (TSMs)

TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	85%
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.	87%
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.	83%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	87%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	91%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	70%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	82%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	86%
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.	38%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	81%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	78%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	62%

TSM Management Information: Safety and Repairs

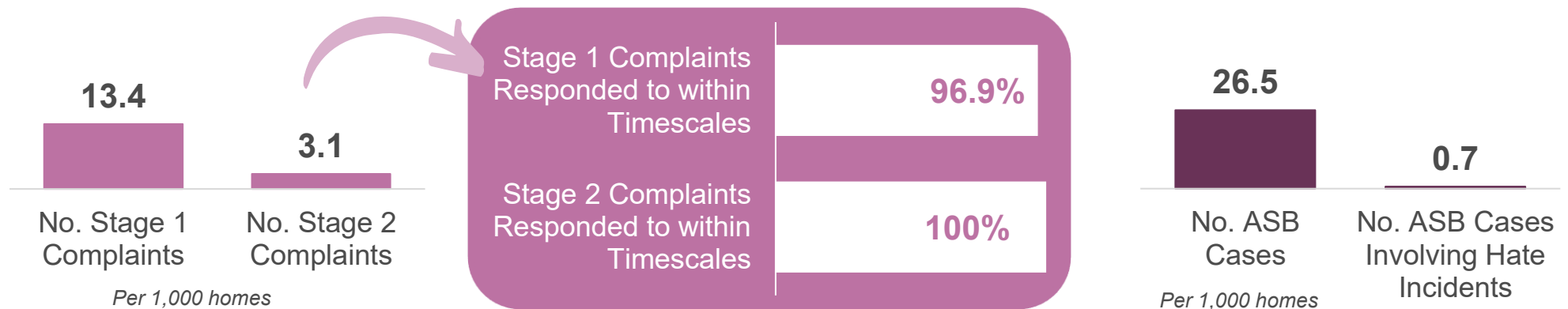
The following two pages include a summary of the TSMs generated from Coastline Housing's management information. It is important to note that these measures were not questions asked in the survey but are taken from data available to Coastline Housing (including all residents).

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%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	90.8%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	98.9%



TSM Management Information: Complaints and ASB

CH01 (1)	Number of stage one complaints received per 1,000 homes.	13.4
CH01 (2)	Number of stage two complaints received per 1,000 homes.	3.1
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	96.9%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes.	26.5
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.7



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!



Coastline housing

Coastline Housing



Coastline House, 4 Barncoose Gateway Park, Pool,
Redruth, TR15 3RQ



customer.service@coastlinehousing.co.uk



01209 200200



www.coastlinehousing.co.uk