

2024/25 LCHA Survey



Tenant Satisfaction Measures question set

- | | | |
|----|-----------------|--|
| 1 | TP01 | Taking everything into account, how satisfied or dissatisfied are you with the service provided by Coastline? |
| 1A | Probe | Please can you explain why you are very satisfied? |
| 1B | Probe | What could by Coastline do to improve your satisfaction with the service? |
| 1C | Probe | Please can you explain why you are very dissatisfied? And what Coastline needs to improve? |
| 2 | TP04 | How satisfied or dissatisfied are you that Coastline provides a home that is well maintained? |
| 3 | Add-Q | Does your home currently suffer from any damp or mould issues? (If you tick 'Yes' we will pass on your name and address to Coastline |
| 4 | TP05 | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Coastline provides a home that is safe? |
| 4A | Probe | Please can you tell me why you feel your home is not safe. |
| 5 | Pre-TSM
Qual | Do you live in a building with communal areas, either inside or outside, that Coastline is responsible for maintaining? |
| 6 | TP10 | How satisfied or dissatisfied are you that Coastline keeps these communal areas clean and well maintained? |
| 7 | TP11 | How satisfied or dissatisfied are you that Coastline makes a positive contribution to your neighbourhood? |
| 8 | TP12 | How satisfied or dissatisfied are you with Coastline's approach to handling anti-social behaviour? |
| 8A | Probe | Please can you tell me what why you are not satisfied with Coastline's approach. |
| 9 | Pre-TSM
Qual | Has Coastline carried out a repair to your home in the last 12 months? |
| 10 | TP02 | How satisfied or dissatisfied are you with the overall repairs service from Coastline over the last 12 months? |

- 11 TP03 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
- 12 Probe If you are not satisfied with how Coastline deals with repairs and maintenance, please could you explain the reason why?
- 13 TP06 How satisfied or dissatisfied are you that Coastline listens to your views and acts upon them?
- 13A Probe Why do you say that? / What does Coastline need to change?
- 14 TP07 How satisfied or dissatisfied are you that Coastline keeps you informed about things that matter to you?
- 15 TP08 To what extent do you agree or disagree with the following `Coastline treats me fairly and with respect`?
- 16 Add-Q How satisfied or dissatisfied are you that Coastline is easy to deal with?
- 17 Probe What does Coastline need to do differently to make them easy to deal with?
- 18 Add-Q How likely would you be to recommend Coastline to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?
- 19 Pre-TSM Qual Have you made a complaint to Coastline in the last 12 months?

- 20 TP09 How satisfied or dissatisfied are you with Coastline's approach to complaints handling?
C1 Please can you explain why you have given this score?
C2 What was your complaint related to?
C3 How did you make your complaint? If you have gone through more than one route, please tick all that apply
C4 Has your complaint now been resolved?
C5 What stage in the complaints process did your complaint reach?
C6 What went well about the way your complaint was handled?
C7 How could Coastline improve the way it handles complaints? Tick all that apply
- 21 Add-Q How concerned are you about the cost of living crisis for you or your household?
22 Add-Q Which best describes your employment status?
- P1 The results of this survey are confidential. However, would you be happy for us to give all of your details to Coastline with your name attached so that they have better information to help them improve services?
- P2 Would you be happy for Coastline to contact you to follow up any of the comments or issues you have raised?
- New If you are dissatisfied with the service provided by your Coastline, they do have a complaints process you can access by calling 01209 200200, emailing customer.service@coastlinehousing.co.uk or by completing a form on their website where you will find more information.