

# EFORM HANDLING SURVEY

April to June 2025



We asked customers who recently completed an online form (eform) to give their views on the way we've handled their request. Here's what they told us...



**1,713**  
Surveys sent



**189**  
Gave feedback

The **top 3** online forms that tenants gave most feedback on were...



Change of  
circumstances



Medical  
eForm

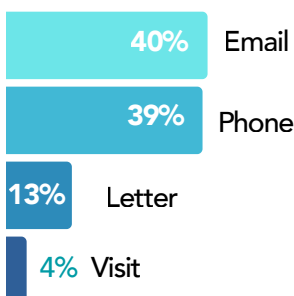


Tenants Own  
Alterations



**52%** received  
contact

If contacted, this  
was done by...



Compared  
to 2024/25...



Acknowledged in  
reasonable time

**79%**



↓ **3%**



Fully answered  
enquiry

**47%**



New to  
25/26



Explained next  
steps

**57%**



↓ **13%**

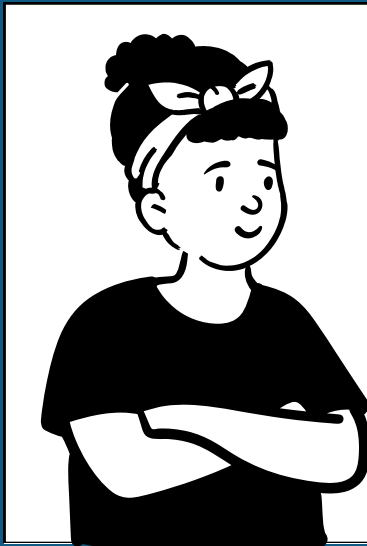


Explained when they  
will be contacted

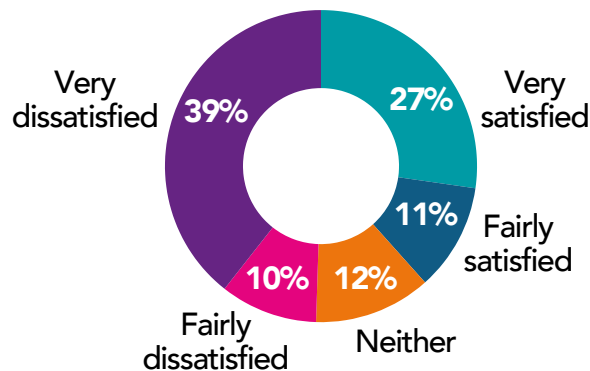
**39%**



New to  
25/26



## Overall satisfaction



**↑ 5%**  
compared to 24/25

## What could we do to improve...



Contact individuals & provide regular updates to requests



Improve on timeframes for responding



Provide assistance for those who struggle with online forms



Allow more time to respond about staying on the list



Simplify the medical eform & make it more user friendly



Review change of circumstances form - took several attempts to complete



Review the title and content to Tenants Own Alterations form



Provide confirmation when tenancy has ended

## How your feedback is shaping our services...



We've added a question to all eforms on customers preferred contact method.



We've updated our submission messages to give clearer information and more accurate response times.



We will review our eforms to ensure they are easy to complete.