

Eform Submission Survey Summary

April to June 2025



4,686
Tenants surveyed



72
Gave feedback

We asked customers who recently completed an online form (eform) to give their views on how easy it was to search and complete the form. Here's what they told us...



You told us...



Easy to find eform



April to
June 2025
Results

76%

↓ **1%**



Easy to complete



80%

↓ **3%**



Likely to use again



87%

↑ **11%**



Overall satisfied



72%

↓ **7%**



Turning your feedback into action...



We now give customers the opportunity to specify their preferred contact method on all eforms, making it easier for us to contact them in the way that suits them best.

All submission messages have been reviewed and improved, providing clearer timeframes and next steps. This ensures customers know exactly what to expect.



The 'contact our tenants first' eform now includes a wider range of reasons for contacting the team, ensuring customers receive the right support.

The ASB reporting eform has been enhanced with a dedicated incident section and additional questions, enabling us to gather more detailed information and respond more effectively to customer concerns.



Customers can now upload up to 10 documents (previously 5) on the lettings additional information and new assessment eforms, making it easier to provide all necessary information in one go.

THANK YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!