

# Eform submission survey

April 2025 to March 2026



When customers complete an online form (eform) they are asked to give feedback about the eform. You can see the results below...

17,322  
Eforms  
submitted



285  
Gave  
feedback



You told us...

The top 4 Eforms that feedback was given about was:



1  
Re-registering  
housing  
application form



2  
Medical  
Form

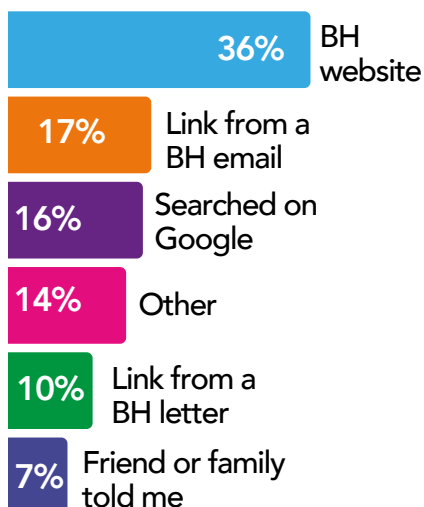


3  
Reporting a  
repair



4  
Homeseeker  
contact form

How did you hear  
about this eform...



Easy to find eform

77%

Compared  
to 2024/25

= 0%



Easy to complete

84%

↑ 1%



Overall satisfaction

69%

↓ 10%



Likely to use again

81%

↑ 3%

# How your feedback is shaping our services



Moved the "how to report a complaint" eForm higher on the 'Contact Us' page, making it easier to find.



In the 'Lettings Additional Information Upload' and 'New Assessment' eForms, we increased uploads from 5 to 10 to make them easier to complete and keep documents together.



Simplified the 'Direct Debit' eForm by collecting only address line 1 and postcode (not the full address), reducing fields for tenants to complete.



Created a new online housing application form, replacing the medical, change of circumstances, overcrowding, additional info and support forms, so customers only complete one form.

THANK  
YOU!

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