

Eform handling survey

April 2025 to March 2026



7,840
Surveys sent



726
Surveys completed



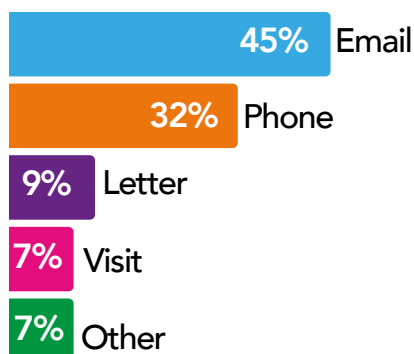
We asked customers who completed an online form (eform) to give their views on the way we've handled their request. Below are the results from this survey.

You told us...



45% received contact

If contacted, this was done by...



Acknowledged in time

84%

Compared to 2024/25

↑ 2%



Answered enquiry

96%

New to 25/26



Explained next steps

60%

↓ 10%



Told when we'll be in touch

35%

New to 25/26



Overall satisfaction

36%

↑ 3%

How your feedback is shaping our services



So we can tailor services accordingly, we've added a question to all eforms about customers' preferred contact method.



Reviewed submission messages and updated timeframes and next steps to better manage tenants' expectations.



Expanded the 'Contact Our Tenants First' eForm reasons list, helping us capture clearer tenant needs and route queries to the right support.



Updated the 'ASB reporting' eForm with incident details and extra questions, so we can gather more details and understand what support is needed.



Updated the 'Tenants Own Alterations' eForm introduction to 10 working days to match the submission message, keeping guidance consistent and expectations clear.

Thank you for taking the time to give us your feedback!

We will monitor results over the next coming months!