Eform handling survey summary

April to September 2026





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

3,445 surveys sent

260 gave feedback

Satisfaction results

45% received contact

If contacted, this was done by...

- **36%** Email
- **39%** Phone
- **10%** Letter
- **6%** Visit
- **9%** Other

Compared to 2025/26

Acknowledged in time	75%	↓ 2%
Answered enquiry	93%	↓ 3%
Explained next steps	71%	↓ 4%
Told when we'll be intouch	41%	↑ 2%
Overall satisfaction	35%	↑ 2%

berneslai homes