

# EFORM SUBMISSION SURVEY

April to December 2025



Customers who complete our online forms are asked to give feedback on how easy it was to search and complete it.

**13,643**

Online forms submitted

**224**

Gave feedback

You told us...

## How did you find out about the eform...

**33%**

Searched on BH website

**15%**

Link was on an email from BH

**15%**

Searched on Google

**14%**

Other

**8%**

Link was on an letter from BH

**7%**

A friend or family member told me



Easy to find eform

**76%**



Compared to 2024/25



Easy to complete

**83%**



Likely to use again

**61%**



Overall satisfaction

**34%**



# THANK YOU!

...for taking the time to give us your feedback!

Learn more about the actions we've taken based on your feedback on our website at [www.berneslaihomes.co.uk](http://www.berneslaihomes.co.uk)