

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

Compared to 2024/25

76%

↓ 1%



Easy to complete

83%

= 0%



Likely to use again

61%

↓ 4%



Overall satisfaction

34%

↑ 10%

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