



Customer Voice report

August 2025

The Customer Voice report

Welcome to our fourth Customer Voice report.

There are a range of ways that Eastlight residents can share feedback and influence the services and experiences they have with us, and these are highlighted on this page.

This report brings together that feedback, from the complaints residents make about their services to the activities they take part in to shape Eastlight for the better. It also sets out the steps we are taking to build on the positives and address the issues highlighted.

If you have any thoughts on this report and the content within it, then please let us know - our contact details are all on the back page.



Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) track how residents feel about the homes and services we provide.

Every month, residents are surveyed by phone and email by an organisation called TLF Research.

You know better than anyone what you need to be safe and happy in your home, and these surveys are one opportunity to tell us whether we are meeting your expectations. We use your feedback to identify where we need to make improvements and introduce them.

Satisfaction of tenants living in rented homes	2024/25	Jul 2024 – Jun 2025	Apr 2025 – Jun 2025	Sector median
Overall service	72.7%	75.2%	80.0%	73.2%
Repairs reported in the last 12 months	77.0%	78.8%	78.9%	73.3%
Time taken to complete repairs in last 12 months	69.8%	71.7%	76.3%	69.4%
Home is well maintained	74.2%	75.3%	77.5%	72.7%
Home is safe	80.4%	81.1%	80.2%	79.0%
Listens to tenants' views and acts upon them	63.8%	66.0%	70.8%	63.3%
Being kept informed	69.3%	70.5%	70.4%	72.8%
Being treated fairly and with respect	77.5%	78.3%	79.1%	79.4%
Approach to complaints in last 12 months	33.0%	34.1%	33.3%	37.0%
Communal areas	58.9%	60.0%	60.7%	66.8%
Positive contribution to the neighbourhood	59.6%	63.1%	65.3%	64.7%
Approach to anti-social behaviour	58.4%	58.8%	59.4%	61.0%

264 responses between April and June 2025.

More Eastlight residents are satisfied with the homes and services Eastlight provides, the latest Tenant Satisfaction Measure (TSM) results reveal.

Overall satisfaction (80.0%) was higher than in the previous three months and showed a 2.5%-point improvement for the 12 months to the end of June 2025 (75.2%), compared to April 2024–March 2025 (72.7%). Satisfaction improved for all perception survey TSMs, with the greatest increases relating to contribution to neighbourhood (up 3.5% points), listening to views (2.2% points) and time to complete repairs (1.9% points).

Broadly consistent with previous quarters, residents raised poor quality or delayed repairs, communication failure, anti-social behaviour and the standard of grounds maintenance as reasons for dissatisfaction. Positively, residents said Eastlight teams are responsive, helpful, provide a quick service and were happy their issues were being resolved.

In spring 2025, we continued to ask residents for more detail on their views about our management of communal areas. Those satisfied felt that cleaning and grounds maintenance teams were delivering to expectations, with some making favourable comparisons of the new contractor to the previous. Those dissatisfied cited insufficient frequency and standards of cleaning of internal communal areas and bin areas, often exacerbated by the behaviour of fellow residents. Other issues identified as areas for improvement include gardening and resolving grounds maintenance issues.

Overall satisfaction for the 12 months to the end of June 2025 (75.2%) was above the 2023/24 sector median of 73.2%. Results compare most favourably on TSM questions relating to repairs and maintenance (on average, 4% points above the median) and least favourably on questions relating to the neighbourhood (on average, 4% points below the median).



75.2%

Overall Satisfaction
(Jul 2024–Jun 2025)

Customer Journey Surveys

After we've delivered a service, residents may get a phone call or an email from us asking a few quick questions about their experience and the quality of work carried out.

These Customer Journey surveys are running for our repairs, lettings, anti-social behaviour and complaints services. In April 2025, we also started a survey for customers receiving gas, oil and electrical services.

Customer journey surveys – mean score out of 10	Q2 24/25	Q3 24/25	Q4 24/25	Apr 25	May 25	Jun 25	Q1 25/26	No. Q1 returns
Anti-social behaviour case handling	2.5	5.8	5.0	5.7	4.0	9.3	5.7	23
Anti-social behaviour case outcome	1.8	5.1	4.0	5.0	3.8	8.3	5.2	22
Complaint handling	5.8	4.8	5.7	5.9	6.4	5.2	5.9	49
Complaint outcome	5.4	5.3	5.6	4.8	5.0	3.5	4.5	46
Lettings service	8.2	8.4	9.4	8.7	9.1	8.7	8.9	39
Condition of new home (lettings)	8.1	8.1	8.9	7.6	9.1	8.9	8.6	39
Repairs service	N/A	8.0	8.3	8.7	8.6	8.8	8.7	392
Gas, oil and electrical servicing	N/A	N/A	N/A	8.7	8.5	9.2	8.7	265



Lettings

We scored an average of 8.9/10 for the lettings service and 8.6 for the condition of the home in spring 2025, down slightly on the previous three months. In their comments, new residents repeatedly praised staff, communication, speed and ease of process. 87% said that their home meets their needs. Providing more information about the home and utilities was mentioned as an opportunity for improvement.



Anti-Social Behaviour

Satisfaction with our handling of anti-social behaviour has increased over the last three months. Residents scored us 5.7/10 for our handling, and 5.2/10 when asked whether they were satisfied with the outcome.

Over the last 12 months, we have enhanced the service, and this is reflected in improved TSM results, from 54.6% in 2023/24 to 58.8% (July 2024–June 2025).

Residents told us that the way our people took ownership of cases and how they treated them were strengths. 52% of residents felt that their ASB case was resolved in Q1, compared to 50% in Q4 and 40% in Q3. Managing expectations remains a challenge, as some residents remain frustrated about a lack of resolution or our ability to act.



Complaints

Residents said that while our complaint handling has improved over the last few months, they are less satisfied with the outcome. They praised the ease of reporting and the ownership staff had of their cases. The Customer Experience Team were complimented for their willingness to actively resolve complaints. Lower scores in the last three months reflected a lack of response or follow-up, missed appointments and poor workmanship.

8.9/10

How residents rated our lettings service



Repairs

Overall satisfaction with the repairs service increased to 8.7/10 from 8.3/10, in the past three months. Our trades team is consistently commended by residents who refer to their professionalism, including how they communicate what they are doing and the quality of their work. More than 9 in 10 residents said team members arrived on time, introduced themselves, explained the work they were going to do and left the area clean and tidy. The number of customers who felt their repair was incomplete has also reduced, from 13% in the last three months compared to 21% at the end of 2024. The most common complaint of customers who were dissatisfied related to the repair not being fully resolved or reoccurring, poor workmanship and time taken to complete it.



Gas, oil and electrical safety checks

In April 2025, a new Customer Journey survey was launched to measure resident satisfaction with gas, oil and electrical services and inspections. 265 residents responded with an average overall satisfaction score of 8.7/10. The results will be shared with our contractors to support improvement to the service. Ratings for the contractor on the day were over 9/10. Weaknesses relate to arrival communication, offering to wear shoe covers and getting a copy of the safety certificate.

8.7/10

How residents rated
their gas, oil or
electrical service

Online Sentiment

Online Customer Sentiment	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Post (Facebook and LinkedIn)	99	113	94	55
Reach (Facebook and LinkedIn)	141,062	102,351	93,851	85,915
Interactions (Facebook and LinkedIn)	3,988	2,957	3,152	3,197
Proportion of Facebook comments that were positive/neutral*	34% (409)	34% (372)	50% (247)	46% (239)
Proportion of LinkedIn comments that were positive/neutral*	83% (69)	100% (66)	95% (53)	93% (106)
Google reviews that were positive/neutral*	17% (6)	22% (9)	0% (3)	33% (6)
Google review scores	5* 0% 4* 17% 3* 0% 2* 0% 1* 83%	5* 11% 4* 11% 3* 0% 2* 0% 1* 78%	5* 0% 4* 0% 3* 0% 2* 0% 1* 100%	5* 33% 4* 0% 3* 0% 2* 0% 1* 67%
Press stories published/ broadcast	17 proactive 4 reactive	14 proactive 5 reactive	21 proactive 2 reactive	2 proactive 1 reactive 2 mentions
Proportion of press stories positive/neutral	86%	100%	96%	80%
Proportion of comments on press stories that were positive/neutral*	0% (3)	0% (1)	87% (23)	N/A (0)
Proportion of comments on all media that were positive/neutral*	42% (487)	46% (448)	56% (326)	64% (351)

*(total number of comments)

Eastlight posted 55 times on either Facebook or LinkedIn in the last three months, generating a reach of 85,915 views and 3,197 interactions. Although our posts across LinkedIn received more views, the media channel of greatest active engagement from residents with Eastlight is Facebook.

Across all media, 64% of 351 comments posted online were positive. Negative comments focused on repairs, not being listened to and the supported garden maintenance service being stopped.

Complaints

Between April and June 2025, we dealt with 150 Stage One complaints, up slightly on 138 in the previous three months. 99% were responded to within the Housing Ombudsman Service's (HOS) complaint handling timescales. Areas with the most complaints were Compliance and Estates with 28%, Home Solutions with 24% and Assets with 21%. Poor communication was the most common root cause (27%), followed by policy, contractor failure and standard of service.

One Ombudsman determination was received. The complaint was about our handling of anti-social behaviour and was responded to in May 2024. The HOS found one count of maladministration for complaint handling and one count of service failure for how we handled reports of anti-social behaviour. They highlighted poor communication and delays in completing a risk assessment and responding to the complaint. All orders including compensation have been complied with.

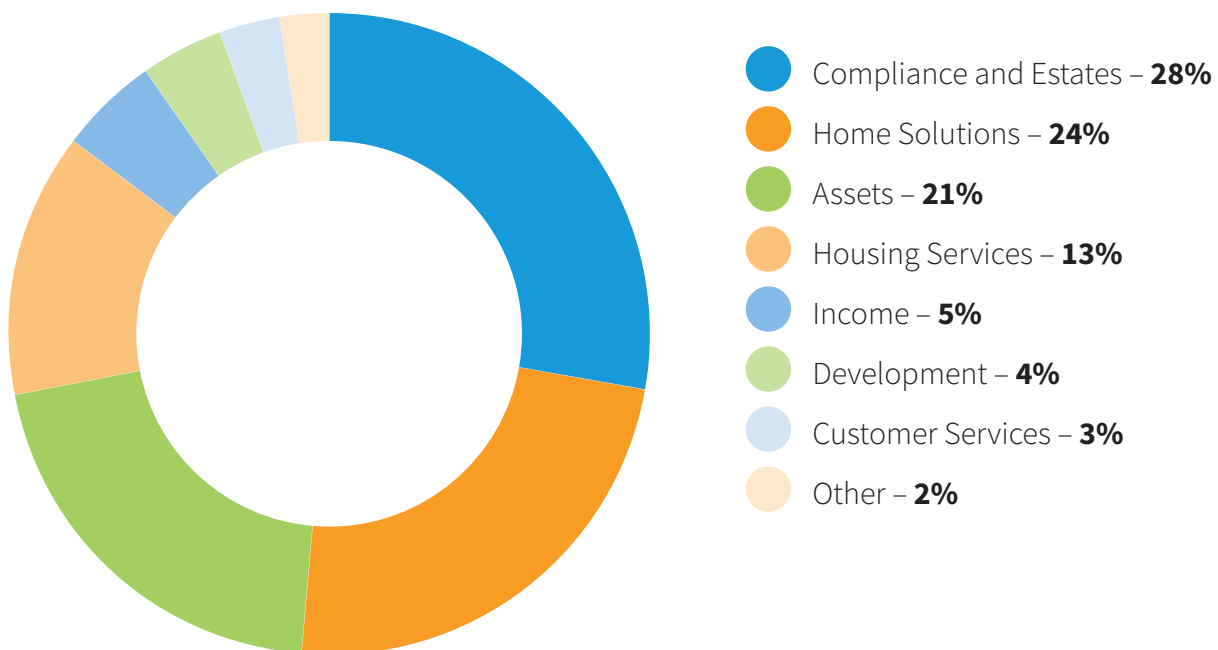
150

complaints receive
Apr-Jun 2025

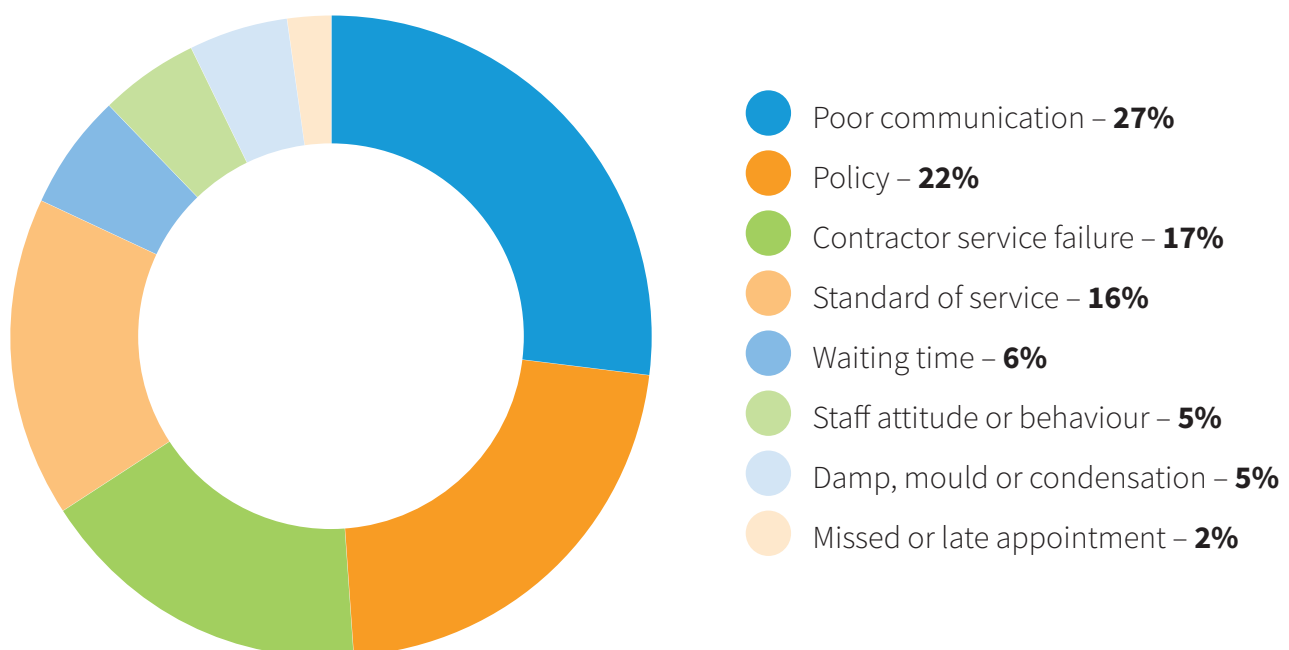
Complaints Performance

	Q2 24/25	Q3 24/25	Q4 24/25	Apr 25	May 25	Jun 25	Q1 25/26
Stage One complaints	150	146	138	65	46	54	150
Stage One complaints responded to in 10 days	71%	76%	57%	68%	80%	100%	82%
Stage One complaints responded to within HOS timeframes (target = 100%)	99%	100%	97%	97%	100%	100%	99%
Stage Two complaints	16	11	21	8	11	10	29
Stage Two complaints responded to in 20 days	63%	36%	57%	75%	73%	90%	79%
Stage Two complaints responded to within HOS timeframes (target = 100%)	88%	91%	86%	88%	90%	100%	93%
Proportion of complaints escalated to Stage 2	9%	8%	13%	15%	21%	12%	15%

Apr – Jun 2025 – Stage One complaints by service area



Apr – Jun 2025 – Stage One complaints by root cause



What we've learnt and what we're doing about it

Improving the experiences residents have with Eastlight is a priority across the business. Progress is reviewed every month and results are reported back to all staff to allow for course correction if necessary.

In particular, we have focused on the factors that most influence the experience residents have with Eastlight, including the importance of “Thinking Customer” when interacting with residents and how crucial it is they have a well-maintained and safe home. All staff have a “Think Customer” objective as part of their individual personal development plans.



Repairs

A campaign to reduce the number of open and overdue repairs that residents were waiting for ran from January to April 2025. The trades team were offered incentives, and we used external contractors to help tackle outstanding work. Customer satisfaction with repairs continues to improve and our result for the 12 months to the end of June (78.8%) is now close to the 2023/24 sector top quartile (78.9%).



Place-based working

We have launched a consultation with affected staff to introduce a place-based approach at Eastlight. This involves introducing more neighbourhood-based staff who can help residents with a range of issues in their home and community, while providing specialist support for complex issues.

This approach has received support from residents, and we believe it will result in improved communication and relationships. If it is agreed, we will work on its implementation with a target launch date from November.

More information is available by [clicking here](#).

78.8%

satisfaction with repairs
(July 2024–June 2025)



Resident engagement

At a Special General Meeting in June 2025, the Eastlight Resident Members Charter was put to the vote and approved by more than 90% of resident shareholders, replacing the old Shareholder offer.

Find out more about the charter by [clicking here](#).

Resident engagement activities, including workshops, surveys and Eastlight Residents Group meetings and community walkabouts, also continued. Over the last three months, the Active Residents Network (ARN) took part in 20 such events involving 121 residents.

90%

shareholders approved
Eastlight's new Resident
Members Charter

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