



# Customer Voice Report

October 2025

# The Customer Voice Report

This Customer Voice Report shares our latest performance between July-September 2025.

As an Eastlight resident, there are a range of ways you can share your feedback and influence the services you receive from us. See more on the opportunities available to you below.

Your Customer Voice Report brings together that feedback – from the surveys you complete and the complaints you raise, to the activities you can take part in to shape Eastlight for the better. It allows us to continually understand your needs, so we can improve the way we work and deliver the high-quality services you deserve.

If you have any thoughts on this report and the content within it, please let us know. Our contact details can be found on the back page. Thank you for sharing your feedback.



# Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) track how residents feel about the homes and services we provide. Every month, a representative sample of residents are surveyed by phone and email by an organisation called TLF Research.

Eastlight looks at this feedback monthly to understand whether our performance is getting better or worse, and why residents feel a certain way towards our services.

You know better than anyone what you need to be safe and happy in your home, and these surveys are just 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.

<b>Satisfaction of tenants living in rented homes</b>	<b>Full year 2024/25</b>	<b>Oct 2024 – Sept 2025</b>	<b>July 2025 – Sept 2025</b>	<b>Sector median 23/24</b>
Overall service	72.7%	76.1%	77.1%	73.2%
Repairs reported in the last 12 months	77.0%	79.1%	81.9%	73.3%
Time taken to complete repairs in last 12 months	69.8%	73.5%	82.1%	69.4%
Home is well maintained	74.2%	75.2%	76.2%	72.7%
Home is safe	80.4%	81.0%	80.7%	79.0%
Listens to tenants' views and acts upon them	63.8%	66.8%	67.4%	63.3%
Being kept informed	69.3%	69.7%	69.7%	72.8%
Being treated fairly and with respect	77.5%	78.8%	80.7%	79.4%
Approach to complaints in last 12 months	33.0%	35.0%	39.6%	37.0%
Communal areas	58.9%	61.4%	64.1%	66.8%
Positive contribution to the neighbourhood	59.6%	64.0%	67.7%	64.7%
Approach to anti-social behaviour	58.4%	60.0%	64.3%	61.0%

**223 responses between July and September 2025.**

Eastlight residents continue to be satisfied with our homes and services, according to the latest Tenant Satisfaction Measure (TSM) results.

While overall satisfaction between July and September 2025 (77.1%) was lower than that reported in the previous quarter (80.0%), our performance over the past 12 months continues to improve.

For the 12 months to September 2025, 76.1% of residents were satisfied with our overall service, up 0.9 percentage points when compared to the 12 months to June 2025 (75.2%). In the same period, nine of the 12 Tenant Satisfaction Measures were broadly similar to our previous quarter results (within 1.0 percentage point). The final three were higher: time taken to complete repairs was up by 1.8 percentage points, communal areas increased by 1.4 percentage points, and anti-social behaviour handling improved by 1.2 percentage points.

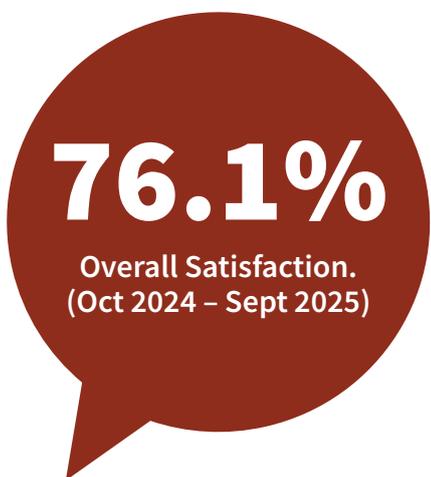
Our overall satisfaction score was also 2.9 percentage points higher than the 2023/24 sector median of 73.2%. Of all the 12 Tenant Satisfaction Measures, Eastlight is ahead on six of the metrics, within 1.0 percentage point on a further two metrics, and behind on only four (keeping residents informed, complaint handling, communal areas and neighbourhood contribution).

However, if we compare our July to September (Q2) TSM scores to the 2023/24 sector median, Eastlight's performance is more favourable. It shows that we are ahead of the sector median across 10 metrics. A key focus for Eastlight remains on the following two metrics where performance improvement is slower – keeping residents informed (down 3.1 percentage points on the sector median) and communal areas (down 2.7 percentage points on the sector median).

Between July and September, we asked residents to provide more feedback on our repairs service. Those who were satisfied mentioned the speed and responsiveness of our Repairs Team, the quality of the work carried out and how polite our colleagues were, including supporting residents with additional needs when required. On the other hand, residents dissatisfied with our repairs service cited delayed or missed appointments, unresolved repairs (lacking in quality in some instances), and colleagues not taking into account all of their concerns.

These areas are priorities for our Repairs Team as we aim to improve our communication, service standards and work quality during each visit.

When asked to share more on their overall satisfaction or dissatisfaction with Eastlight, some residents spotlighted poor communication, property condition (specifically communal areas), anti-social behaviour handling and attitudes of certain colleagues. Conversely, others said Eastlight's Repairs Team provided a quick,



efficient and consistent service, and that our Customer Service Team offered great communication and support during phone calls or other contact.

Eastlight will dig deeper into these findings to better understand where failings exist, putting plans in place to ensure residents are best supported, and they receive an improved experience.

## 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 anti-social behaviour, complaints, lettings and repairs services, as well as for gas, oil and electrical safety checks.

<b>Customer journey surveys – mean score out of 10</b>	<b>Jul–Sept 24/25</b>	<b>Oct–Dec 24/25</b>	<b>Jan–Mar 24/25</b>	<b>Apr–Jun 25/26</b>	<b>Jul–Sept 25/26</b>	<b>No. returns (Q2)</b>
Anti-social behaviour case handling	2.5	5.8	5.0	5.7	5.2	31
Anti-social behaviour case outcome	1.8	5.1	4.0	5.2	4.7	29
Complaint handling	5.8	4.8	5.7	5.9	5.6	25
Complaint outcome	5.4	5.3	5.6	4.5	5.4	22
Lettings service	8.2	8.4	9.4	8.9	8.6	43
Condition of new home (lettings)	8.1	8.1	8.9	8.6	8.2	47
Repairs service	N/A	7.9	8.3	8.7	8.8	343
Time taken to complete	N/A	8.5	8.9	9.1	9.1	328
Gas, oil and electrical servicing	N/A	N/A	N/A	8.7	8.4	197



## Lettings

Forty-seven new Eastlight residents shared their lettings experience between July and September 2025, for which Eastlight scored an average of 8.6 out of 10 for our overall service and 8.2 out of 10 for the condition of their home – down 0.3 points and 0.4 points from the last quarter respectively.

The new residents praised the friendliness and helpfulness of our team members, said the process was smooth and easy to follow, and that the home was in good condition. As a result, 98% said their new home meets their needs.



## Anti-Social Behaviour

Satisfaction with our handling of anti-social behaviour reduced by 0.5 this quarter, with an average score of 5.2 out of 10. Similarly, fewer residents were pleased with the outcome of their anti-social behaviour case (4.7 out of 10), again down 0.5 points. However, our results have improved considerably since this time last year (July to September 2024) and our Q4 (January to March) 2024/25 scores.

The politeness of our colleagues and them taking ownership of cases were identified as key strengths by residents during their anti-social behaviour experiences. However, only 42% felt that their concerns were resolved this quarter, down from 52% in the previous quarter.

Managing expectations on what Eastlight can and can't do remains a key challenge. We continue to balance listening to residents' needs and delivering on their expectations as much as possible. Where we are unable to do so, we will always explain why and set out Eastlight's responsibilities clearly.



## Complaints

Twenty-five residents completed a Complaints Survey between July and September, scoring us an average of 5.6 for our case handling and 5.4 for the final outcome. Ease of reporting (7.3) and case ownership (8.2) continue to reflect a positive complaint handling culture within Eastlight.

Our Customer Experience Specialists were complimented for their willingness to be proactive and resolve residents' concerns. Where issues were not resolved, these were often related to areas such as completing repairs, the time taken to rectify repair issues and the quality of work carried out.

**8.6/10**

How residents rated their lettings service



## Repairs

Overall satisfaction with the repairs service continues to improve, reaching a high of 8.8 out of 10, up from 8.7 in the past three months. Again, the time taken to complete residents' repairs has maintained steady at a positive 9.1 out of 10.

Our Repairs Team is commended by residents who mentioned their professionalism, speed and high-quality work. Around 9 in 10 said our team members arrived on time, introduced themselves clearly, explained the work that needed completing, and left the area clean and tidy.

By the end of September 2025, the number of residents who felt their repair was incomplete rose slightly to 14%, up from 13% in the previous three months. However, this remains lower than the percentage of incomplete repairs at the end of March 2025 (18%) and the end of December 2024 (21%). Those dissatisfied highlighted appointment delays, missed visits and work lacking in quality.



## Gas, oil and electrical safety checks

Nearly 200 residents completed a gas, oil or electrical (heating servicing) survey, following safety checks. We received an overall satisfaction score of 8.4 out of 10, slightly lower than our first Q1 performance which achieved 8.7 out of 10.

The contractor 'on the day' was scored 8.9 out of 10. However, necessary improvements were raised covering things like arrival communication, receiving a gas, oil or electrical safety check certificate in a timely manner, and protecting residents' homes (for example, wearing shoe covers).

**8.8/10**

How residents rated their repairs service

# Online Sentiment

Online Customer Sentiment	Oct-Dec 24/25	Jan-Mar 24/25	Apr-Jun 25/26	Jul-Sept 25/26
Post (Facebook and LinkedIn)	113	94	94	82
Reach (Facebook and LinkedIn)	102,351	93,851	85,915	78,289
Interactions (Facebook and LinkedIn)	2,957	3,152	3,197	2,834
Proportion of Facebook comments that were positive/neutral*	34% (372)	50% (247)	46% (239)	39% (261)
Proportion of LinkedIn comments that were positive/neutral*	100% (66)	95% (53)	93% (106)	77% (64)
Google reviews that were positive/neutral*	22% (9)	0% (3)	33% (6)	0% (2)
Google review scores	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%	5* 100% 4* 0% 3* 0% 2* 0% 1* 0%
Press stories published/broadcast	14 proactive 5 reactive	21 proactive 2 reactive	2 proactive 1 reactive 2 mentions	9 proactive 1 reactive
Proportion of press stories positive/neutral	100%	96%	80%	100%
Proportion of comments on press stories that were positive/neutral*	0% (1)	87% (23)	N/A (0)	N/A (0)
Proportion of comments on all media that were positive/neutral*	46% (448)	56% (326)	66% (351)	61% (346)

\*(total number of comments)

Eastlight posted 82 times on either Facebook or LinkedIn in the last three months (July-September 2025), generating a reach of 78,289 views and 2,834 interactions.

Facebook continues to be the platform that achieves the most active engagement from Eastlight residents. Across all media this quarter, 61% of all 346 comments posted online were positive.

We are also beginning to see increased comments via LinkedIn, as residents feel this platform reaches wider audiences and enables them to hold Eastlight to account more effectively.

Overall, Eastlight received a decline in reach and interactions on LinkedIn, when compared to our results across April and June 2025.

## Complaints

Between July and September 2025, we dealt with 139 Stage One complaints, down slightly on the 150 complaints received in the previous quarter. Of these, 99% were responded to within the Housing Ombudsman Service’s (HOS) complaint handling timescales.

Areas with the most complaints were related to Home Solutions or Repairs (35%), Housing Services (22%), and Compliance or Estates (19%). Policy was the most common cause, representing 27% of all complaints, followed by poor communication (22%) and our standard of service (21%).

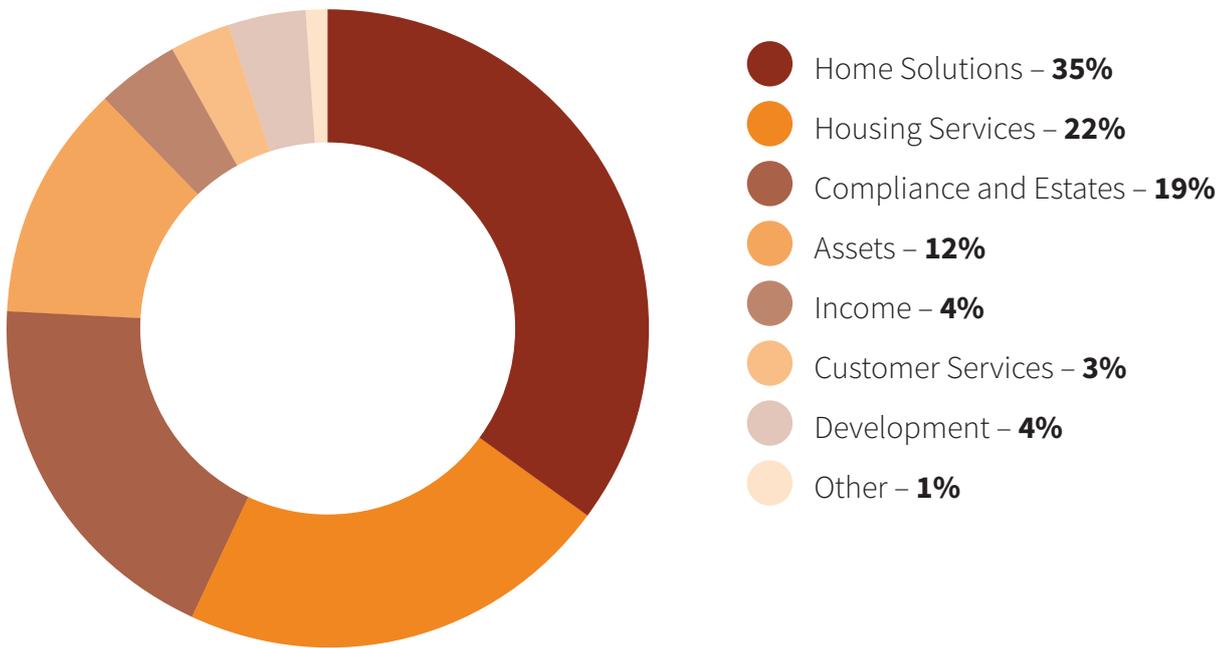
Four HOS determinations were received during this period. Each of these cases predated the 2023/24 year. They included two cases of anti-social behaviour, one case relating to compensation and one about rehousing. The HOS found three counts of service failure, one count of maladministration, two counts of no maladministration and one count of reasonable redress. All orders including compensation have been complied with.



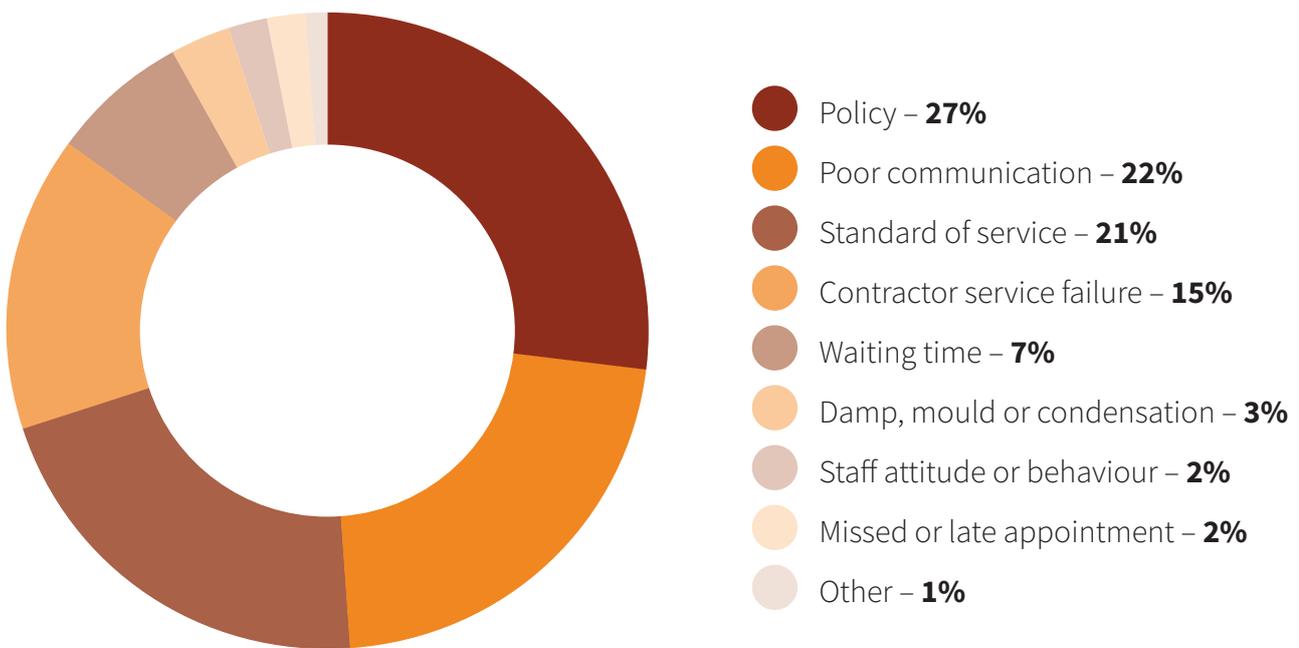
### Complaints Performance

	Oct-Dec 24/25	Jan-Mar 24/25	Apr-Jun 25/26	Jul 25	Aug 25	Sept 25	Jul-Sept 25/26
Stage One complaints	146	138	150	47	47	45	139
Stage One complaints responded to in 10 days	76%	57%	80%	100%	98%	93%	97%
Stage One complaints responded to within HOS timeframes (target = 100%)	100%	97%	99%	100%	100%	98%	99%
Stage Two complaints	11	21	29	7	9	8	24
Stage Two complaints responded to in 20 days	36%	57%	79%	100%	89%	63%	83%
Stage Two complaints responded to within HOS timeframes (target = 100%)	91%	86%	93%	100%	100%	75%	92%
Proportion of complaints escalated to Stage Two	8%	13%	15%	21%	10%	16%	16%

### Stage One Complaints (July–September 2025) By Service Area



### Stage One Complaints (July–September 2025) 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 teams and managers to allow for course correction if necessary.

Our performance across this report shows continued improvement. We are aware that the introduction of our anticipated place-based approach may impact our satisfaction scores in the short term, but we expect this to increase beyond current performance once the new way of working has been fully adopted.

Eastlight has also begun focusing on ensuring all teams with Customer Journey Surveys deal with 'Hot Alerts', looking at the individual circumstances of dissatisfied residents to determine root causes.



Improving our Tenant Satisfaction Measure (TSM) scores has an Executive Director sponsor. In addition, all colleagues are aware of our TSM targets, and performance is continually promoted and communicated through monthly company-wide briefings and other internal materials.

'Think Customer' is also a standard objective in colleague appraisals, and a bonus incentive scheme has been agreed should TSM targets be met by the end of March 2026.

**81.9%**

Overall satisfaction  
with repairs  
(Jul–Sept 2025)



## Repairs

A campaign has been introduced to drive down open or overdue repairs through an incentivised overtime scheme, and we are working hard with our external contractors where necessary to tackle outstanding works left in residents' homes.

That said, resident satisfaction continues to improve. Our score for the 12 months to the end of September 2025 (79.1%) is now slightly ahead of the 2023/24 sector top quartile (78.9%).

As we approach the winter season, we know that we can expect increased levels of damp and mould, repairs and complaints. Our focus remains on being proactive, listening to residents' views and concerns, and addressing these quickly to ensure they receive a positive repairs experience.

See more here: [eastlighthomes.co.uk/repairs](https://eastlighthomes.co.uk/repairs)



## Place-Based Working

Following a consultation to introduce a place-based approach to Eastlight, we will launch a new way of working that will see Neighbourhood Leads and teams help residents with a range of issues in their home and community, while providing specialist support for complex issues. These Neighbourhood Leads will work closer to where residents live and be a local contact for people who need to access to our services or wider support.

This place-based model has been driven and shaped by resident feedback, with ambitions to improve communication, relationships and partnerships at every level. We look forward to launching this new way of working on 1 December 2025, while supporting residents and colleagues through the transition.

See more here: [eastlighthomes.co.uk/shine](https://eastlighthomes.co.uk/shine)

**New place-based approach to be introduced in December 2025**



## Anti-Social Behaviour

While our TSM anti-social behaviour scores have increased, we know that we can improve our consistency of service following feedback through our Customer Journey Surveys. Our teams are actively identifying key enhancement areas, such as proactively communicating processes and the restrictions we have as their social landlord, while clearly outlining responsibilities to help better manage residents' and other people's expectations.

See more here: [eastlighthomes.co.uk/ASB](https://eastlighthomes.co.uk/ASB)



## Resident Involvement

Following the launch of our Resident Members Charter in September 2025, we continue to work with residents through a diverse range of activity programmes, groups and opportunities.

Through our Active Residents Network newsletter, residents continue to inform our strategies and policies, while partaking in surveys and workshops to shape Eastlight for the better.

See more here: [eastlighthomes.co.uk/get-involved](https://eastlighthomes.co.uk/get-involved)

**64.3%**

Satisfaction with our  
approach to anti-social  
behaviour  
(Jul–Sept 2025)

**Eastlight Community Homes**

Eastlight House, Charter Way  
Braintree  
Essex  
CM77 8FG

[portal.eastlighthomes.co.uk](http://portal.eastlighthomes.co.uk)  
0330 128 0330  
[www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)

 [eastlighthomes](#)

 [eastlighthomes](#)

 [eastlight-community-homes-](#)