

Appendix C

Board Response to the Service Improvement Report 2025/26

This year has been a period of significant change for Eastlight, as we have moved from a specialist service model where customers often experienced handoffs between teams, to a more holistic, generic approach through our new My Eastlight Team. Every customer now has a designated neighbourhood lead, providing a named point of contact, reducing handoffs, and supporting improved outcomes.

Alongside this change, we have invested substantially in technology and digital transformation. The launch of our customer portal now enables residents to self-serve for repairs, rents, and other high-volume transactions, while also improving scheduling and overall service efficiency.

We have also embedded the Eastlight Resident Members Charter into our governance and launched a resident-led scrutiny programme this year. Residents have focused on service charges and repairs as two areas we know can generate dissatisfaction. The improvements identified through this process give us confidence that outcomes for customers will continue to improve. Next year, residents have chosen to include complaints in the scrutiny programme, and we look forward to reviewing the results.

The Board is pleased to see continued progress in key areas of complaints management. Customer satisfaction, as measured through Tenant Satisfaction Measures, has improved significantly. The proportion of cases concluded within Housing Ombudsman timescales has increased, and the number of cases escalated to the Housing Ombudsman has reduced.

Our Customer Influence Committee and the Member Responsible for Complaints provide strong oversight of both strategic and operational issues, ensuring that complaints and service improvement remain central to our governance. The Board remains committed to maintaining a culture of accountability, learning, transparency, and service excellence, with a continued focus on brilliant outcomes for our customers.

We are proud of the progress made this year and will continue to use resident feedback to drive meaningful improvements across Eastlight.

Signed on behalf of the Board

Christopher Cheshire

Christopher Cheshire

Chair of the Board (Interim)

Catherine Turner

Catherine Turner

Member Responsible for Complaints and Chair of the Customer Influence Committee