



Customer Voice report

May 2025

The Customer Voice report

Welcome to our third 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.

Eastlight's quarterly Customer Voice reports are published after being reviewed by the resident-led Customer Influence Committee and Board. Reports are edited for clarity to ensure they are accessible.

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 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	Overall 2024/25	Jan 2025 – Mar 2025	Sector median
Overall service	72.7%	71.5%	73.2%
Repairs reported in the last 12 months	77.0%	76.3%	73.3%
Time taken to complete repairs in last 12 months	69.8%	66.4%	69.4%
Home is well maintained	74.2%	73.3%	72.7%
Home is safe	80.4%	80.4%	79.0%
Listens to tenants' views and acts upon them	63.8%	65.4%	63.3%
Being kept informed	69.3%	67.0%	72.8%
Being treated fairly and with respect	77.5%	78.9%	79.4%
Approach to complaints in last 12 months	33.0%	33.3%	37.0%
Communal areas	58.9%	61.5%	66.8%
Positive contribution to the neighbourhood	59.6%	59.4%	64.7%
Approach to anti-social behaviour	58.4%	61.0%	61.0%

347 responses between January and March 2025

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

Overall satisfaction for Eastlight tenants increased 3.1% to 72.7% in 2024/25, although satisfaction in January-March 2025 was slightly lower, at 71.5%.

Satisfaction improved year-on-year for eight out of the 12 TSMs which are collected through surveying Eastlight residents, with the greatest increases relating to repairs (up 5%) and handling of antisocial behaviour (up 4%).

Tenants raised poor quality or delayed repairs, communication failure, antisocial behaviour and property condition as reasons for dissatisfaction. Positively, customers highlighted generally fast and reliable repairs, helpful and polite customer service from the Customer Services Team and trades staff, and our support for vulnerable tenants.

In 2024/25, overall satisfaction correlated most strongly with satisfaction homes are well maintained and with listening to customers' views. The latter was influenced by how effectively we communicate, the accuracy of the information we provide, and whether concerns over safety and living conditions are properly heard.

Alongside our performance data, the same analysis suggests that good communication, keeping residents up to date, and the quality of work, are likely to have a greater influence over tenants' perception of repairs than how quickly work is completed.

Between January and March 2025, we asked tenants for more detail on their views about our management of communal areas. Many dissatisfied tenants cited the frequency and standards of cleaning and grounds maintenance, persistent repairs, or value for service charges as areas for improvement. A visible maintenance presence and regular inspections were seen positively and suggested as something to increase.

Overall satisfaction for 2024/25 was just below the sector median of 73.2%. Results compare most favourably on TSM questions relating to repairs and maintenance (on average 2% points above the median) and least favourably on questions relating to the neighbourhood (on average 5% points below the median).



72.7%

Overall Satisfaction,
2024/25. Up 3.1%

Customer Journey Surveys

After residents receive a service from us, they may receive an email or a phone call, where we ask a few questions.

These Customer Journey surveys are running for our repairs, lettings, anti-social behaviour, and complaints services.

Customer journey surveys – mean score out of 10	Quarter 2	Quarter 3	Jan 25	Feb 25	Mar 25	Quarter 4	No. Q4 returns
Anti-Social Behaviour case handling	2.5	5.8	7.0	2.7	4.8	5.0	18
Anti-Social Behaviour case outcome	1.8	5.1	5.9	2.1	4.0	4.0	19
Complaint handling	5.8	4.8	4.3	6.7	6.0	5.7	33
Complaint outcome	5.4	5.3	5.1	6.3	5.4	5.6	31
Lettings service	8.2	8.4	9.4	8.8	9.6	9.4	26
Condition of new home (lettings)	8.1	8.1	9.5	7.7	9.1	8.9	26
Repairs service	N/A	8.0	8.1	8.7	8.2	8.3	541



Lettings

We scored an average of 9.4 out of 10 for the lettings service and 8.9 for the condition of the home, our highest quarterly results to date. In their comments, new tenants repeatedly praised staff, highlighting clear communication, speed of process and critically, that their home meets their needs. The few opportunities for improvement mentioned specific examples of outstanding repairs/cleaning and providing more information about the home and utilities.



Anti-Social Behaviour

Resident satisfaction with our handling of anti-social behaviour was 5/10, while residents rated their satisfaction with the outcome as 4/10. These are lower than the scores given by residents at the end of 2024, although are an improvement on earlier scores

The team have enhanced Eastlight's Anti-Social Behaviour service over the last year, and the percentage of residents responding to the Tenant Satisfaction Measure question on this subject who are satisfied has improved from 54.6% to 58.4% year-on-year.

Customers raised understanding and empathetic staff, and prompt/regular communication as strengths when experiencing anti-social behaviour. 50% of customers felt that their case was resolved in January-March 2025, compared to 40% in the previous quarter. Managing expectations remains a challenge, with some residents feeling frustrated about a perceived lack of resolution or our ability to act.



Complaints

Scores for complaint handling and complaint outcome were 5.7 and 5.6 out of 10 respectively, up slightly on the last three months of 2024. The service provided by the Customer Experience Team, ease of reporting and case ownership continue to receive praise from residents making a complaint. Reasons for dissatisfaction with how complaints were handled were a lack of response or follow-up, delays, complaints not being taken seriously, and poor communication.



Repairs

Overall satisfaction with the repairs service increased to 8.4 out of 10 in January – March 2025, up from 7.9 over the previous three months. Our trades team is consistently commended by tenants who refer to their professionalism, including how they communicate what they are doing, and the quality of their work.

The most common complaint of customers who were dissatisfied, related to the issue not being fully resolved. 16% of customers who responded to the survey considered their repair to be incomplete.

9.4/10

How new residents
rated Eastlight's
lettings service

Online Sentiment

Online Customer Sentiment	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Year to date
Post (Facebook and LinkedIn)	95	99	113	94	401
Reach (Facebook and LinkedIn)	151,627	141,062	102,351	93,851	488,891
Interactions (Facebook and LinkedIn)	4,367	3,988	2,957	3,152	14,464
Proportion of Facebook comments that were positive/neutral*	29% (583)	34% (409)	34% (372)	50% (247)	35% (1,661)
Proportion of LinkedIn comments that were positive/neutral*	80% (108)	83% (69)	100% (66)	95% (53)	88% (296)
Google reviews that were positive/neutral*	27% (11)	17% (6)	22% (9)	0% (3)	21% (29)
Google review scores	5* 18% 4* 9% 3* 0% 2* 9% 1* 64%	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* 10% 4* 10% 3* 0% 2* 3% 1* 76%
Press stories published/ broadcast	20 proactive 1 reactive	17 proactive 4 reactive	14 proactive 5 reactive	21 proactive 2 reactive	72 proactive 12 reactive
Proportion of press stories positive/neutral	95%	86%	100%	96%	95%
Proportion of comments on press stories that were positive/neutral*	50% (8)	0% (3)	0% (1)	87% (23)	69% (35)
Proportion of comments on all media that were positive/neutral*	38% (710)	42% (487)	46% (448)	56% (326)	45% (1,968)

*(total number of comments)

Eastlight posted 94 times on either Facebook or LinkedIn between January and March 2025, generating a reach of 93,851 views and 3,152 interactions. Although our posts across LinkedIn receive more views, the media channel of greatest active engagement from residents with Eastlight is Facebook.

Across all media, 56% of 326 comments posted online were positive. Negative comments focused on outstanding repair issues, damp and mould and heating breakdowns.

Complaints

40%
reduction in
complaints 2024/25

Almost 40% fewer complaints were received in 2024/25 compared to 2023/24. Between January and March 2025, we dealt with 138 stage one complaints with the vast majority being responded to within Housing Ombudsman Service's complaint handling timescales. In line with our improved performance, significantly fewer complaints were received about in-house repairs compared to the previous three months

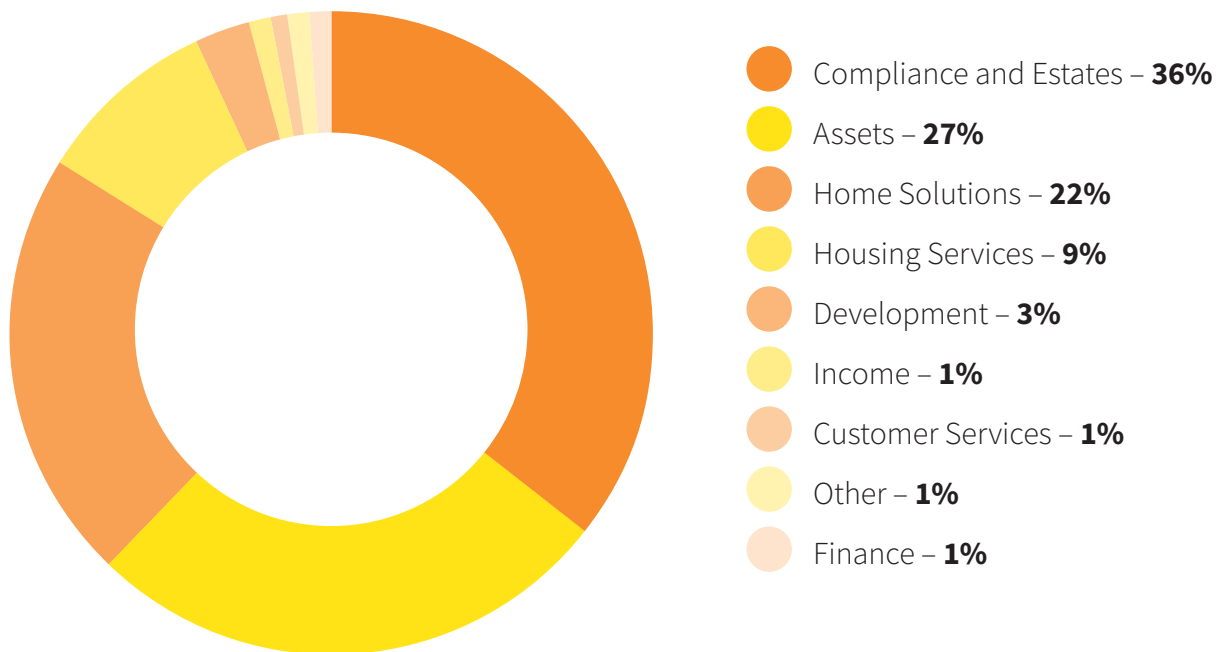
Poor communication and contractor failure were the most common root causes of complaints in this period, the latter in part reflective of the higher number of heating breakdowns during the winter season. However, a greater number of complaints are received about contractors than we would expect, based on the proportion of repairs we contract out.

Three Housing Ombudsman determinations were received in this period. These are complaints referred to the Ombudsman if a complainant has followed our complaints procedure but no resolution has been found. In one of the three cases, the Ombudsman found there had been a service failure in a damp and mould case we responded to in May 2024. In this case, the Ombudsman found delays in organising a survey and repairs which had not been compensated for. No maladministration was found in any of the cases, although only one instance of service failure was reported.

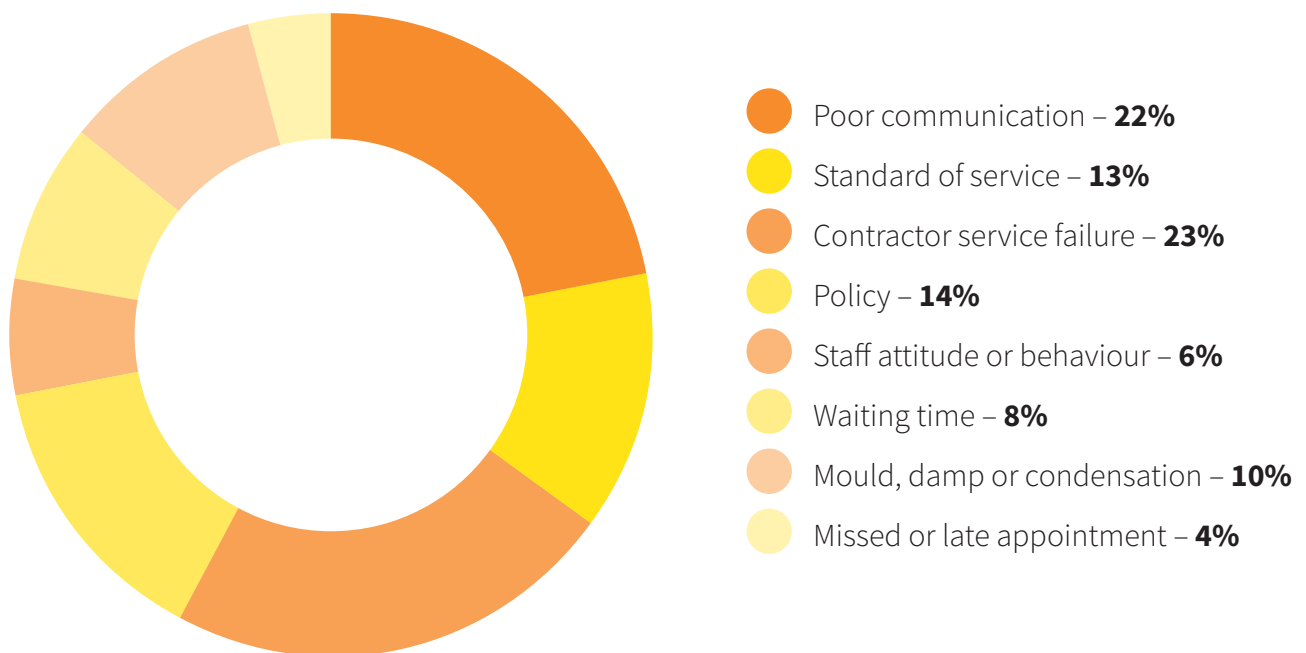
More information is on the tables on these pages.

Complaints performance	Quarter 2	Quarter 3	Jan 25	Feb 25	Mar 25	Quarter 4
Stage one complaints	150	146	36	40	62	138
Stage one complaints responded to in 10 days	71%	76%	42%	55%	66%	57%
Stage one complaints responded to within HOS timeframes (target= 100%)	99%	100%	100%	98%	95%	97%
Stage two complaints	16	11	8	5	8	21
Stage two complaints responded to in 20 days	63%	36%	50%	60%	63%	57%
Stage two complaints responded to within HOS timeframes (target= 100%)	88%	91%	100%	100%	75%	86%
Proportion of complaints escalated to stage 2	9%	8%	12%	17%	10%	13%

Quarter 4 2024/25 – Stage one complaints by service area



Quarter 4 2024/25 – Stage one complaints by root cause



Resident engagement

We held 16 Active Resident Network (ARN) activities between January and March 2025, which a total of 145 residents took part in, donating 317.5 hours of their time. Their activities included:



Resident Members Charter

More than 30 residents have been involved in a review of Eastlight's Shareholding offer since last May. This has culminated in residents and staff working together to co-create a proposed Eastlight Resident Members Charter, which brings together new and existing ways for residents to influence the services they receive. A consultation on this proposal was held in March and April 2025.



Resident Conference

On 5 March, 32 residents joined us at Witham Public Hall for a Resident Conference. The agenda included a workshop on what residents would prioritise when we introduce a place-based approach. The event also included the re-launch of the Resident Academy with a focus on anti-social behaviour, hate crime and domestic abuse, and a history of social housing. The day finished with a meet and greet session where residents got to meet colleagues from across the business.



Eastlight Residents Groups

Members joined Eastlight staff for estate walkabouts in February before meeting in March to fund a series of neighbourhood improvements. These include picnic benches, a garden bench, and the replanting of raised flower beds off Conies Road, Halstead, two benches and two planters for Godric Place in Braintree to enhance the communal space and new flowerbeds in Alan Road and Honeysuckle Way, both in Witham.



Policies and strategies

The Customer Influence Committee considers all resident-facing policies and strategies, supported by feedback from members of the Active Residents Network (ARN). This includes an updated Damp and Mould Policy, which was rigorously reviewed by 20 ARN members during a workshop in November 2024. Additional support and priority will be given to residents at greater risk due to health, age, or other individual concerns.

145

residents have taken part in Active Resident Network activities, Jan–Mar 2025

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

The themes heard through the customer voice continue to be similar, regardless of channel. As reported earlier, residents are more likely to be satisfied with our services that they were a year ago. Our aim is to continue that improvement so that resident satisfaction is among the top 25% of social housing providers by March 2027.

Tenant Satisfaction Measure results are reviewed by Eastlight's Executive Management Team every month and are shared to staff quarterly at Shine a Light sessions. The importance of Thinking Customer is now an objective for all staff, and staff will receive a bonus should resident satisfaction with Eastlight continue to improve.

Over the last three months, we significantly reduced the number of open and overdue repairs and this, coupled with improvements made earlier in the year to process and efficiency, is reflected in higher satisfaction scores for repairs and maintenance. The experiences residents have with our Anti-Social Behaviour service have also steadily improved since enhancements were introduced last year to improve consistency.



Becoming place-based

We are working towards becoming a place-based organisation, which means that all residents living in a community will have a point of contact who can help them with a range of housing and neighbourhood issues.

As well as helping to increase our presence in residents' neighbourhoods, we believe this will help address issues raised by residents, particularly around the quality of communication and engagement.

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