Eastlight Community Homes

Our year at a glance

Eastlight's Annual Report for Residents 2025/26



To read our more in-depth report, visit our website here:

The year in numbers

£13.2m
invested into home improvements including new kitchens and bathrooms, heating upgrades and more

£3m
in energy improvements like insulation upgrades and solar panels

78.8%
of Eastlight homes are now rated EPC C or above

1,443
reports of anti-social behaviour, with 1,092 cases resolved

230
reports of domestic abuse, resolving 114 cases

109,310

of calls answered by our Customer Services Team, within an average of 1m 33s

91%

enquiries resolved on the spot by our Customer Services Team

341

new homes completed, exceeding our target of 306

1,021

homes were ready to let throughout the year, including 251 new builds

£14.1m

surplus which allows us to keep investing in homes and delivering the services you rely on

Want to read more about the past year at Eastlight?
Visit: **eastlighthomes.co.uk/annual-report**

Introduction

Hello, and welcome to your Annual Report for 2025–2026.

Firstly, if you're thinking our Annual Report looks a little different this year, then you'd be correct! We worked closely with a group of involved residents to shape this report, taking their feedback on board to streamline what's included to reflect what you want to know about most.

Between 1 April 2025 and 31 March 2026, we made some great progress at Eastlight by launching:

YOUR EASTLIGHT TEAM

a new neighbourhood-based way of working, with dedicated Neighbourhood Leads (Housing Officers) supporting each of our 32 neighbourhoods.

MY EASTLIGHT

an online portal and app making it easier for you to access services, manage tenancies and get support online.

RESIDENT MEMBERS CHARTER

helping us strengthen resident involvement by giving you more opportunities to share feedback, influence decisions and help shape our services.

Our strong performance was recognised by the Regulator of Social Housing as we retained our G1 and V1 ratings for governance and viability. These are the highest ratings available and demonstrates Eastlight is effectively managed and has the financial strength to maintain homes, improve services and invest in the future.

In July 2026, we achieved a C1 Consumer rating, which recognises the quality and safety of our homes and services and our commitment to listening and involving you in the decisions we make.

Our "Think Customer" approach encourages colleagues at all levels of the organisation to consider the impact on you when designing services, developing policies and making decisions.

This approach led to all 12 Tenant Satisfaction Measures (TSMs) improving throughout the year, with overall satisfaction with Eastlight increasing from 72.7% (2024/25) to 75.5% (2025/26). Around 1,500 residents took part in surveys, telling us they're more satisfied with our services. We also saw improvements in repairs, communication and neighbourhood services, proving that the changes we're making are making a real difference.

If you want to read more, scan the QR code using your mobile phone camera to visit our Annual Report webpage.

Tenant Satisfaction Measures 2025/26

OVERALL SATISFACTION
75.5%
2.8%
72.7%
2024/25



REPAIRS
80.0%
3.0%
77.0%
2024/25

COMPLAINTS
41.9%
8.9%
33.0%
2024/25

NEIGHBOURHOOD
67.3%
7.7%
59.6%
2024/25



ASB HANDLING
61.1%
2.7%
58.4%
2024/25

Your **Influence**

We're committed to making sure you have a real say in how our services are planned and delivered.

219

Resident Members

169

members of our Active Resident Network

35

Eastlight Resident Group members

In 2025/26, we introduced the Resident Members Charter, which was created in partnership with and approved by residents. The Charter replaces the old shareholding model with a simpler, more inclusive and easy-to-access approach to effective resident scrutiny and involvement.

Our Community Gateway Circle brings together all the ways you can share your views and make a positive difference. It includes groups such as:

- **The Board:** Two residents, including a Trainee Board Member, sit on our Board. They help to shape the key decisions being made across the organisation.
- **Customer Influence Committee:** 11 residents work with the Board to challenge performance, influence strategy and ensure your feedback helps shape how Eastlight operates.
- **Eastlight Resident Groups:** Resident-led groups identify local issues, highlight community priorities and work with Eastlight to develop solutions and improvements.
- **Active Residents Network:** A consultation group that offers views on proposed changes to policies and services, helping ensure decisions reflect your needs and priorities.
- **Neighbourhood Voices (coming soon):** Residents who help us stay connected to local communities by working with Neighbourhood Leads to share feedback, highlight local issues and help us understand what matters most to residents in their neighbourhood.

During the year, we delivered around 24 bespoke Charter activities alongside a variety of neighbourhood and community events, whilst inviting our Active Residents Network to get involved with a further 25 opportunities.

Your feedback from these activities has already begun to make a real difference, including:

- Improving the My Eastlight Portal to make it more accessible and aligned to the services you need from us
- Shaping how we communicate to make letters clearer and more supportive

- Informing our approach to communicating service charges and managing complex repairs through our scrutiny programmes
- Helping to improve policies to ensure they are fairer and more resident-focused
- Strengthening our damp and mould policy, which now explains how we use data to contact residents who may struggle to report issues while reflecting new landlord compliance obligations, like Awaab's Law
- Identifying areas for improvement on our website and helping influence key design and functionality decisions to ensure a more user-friendly and accessible experience
- And, of course, shaping how this report looks which includes an in-depth website page, this booklet for a quick summary, and a video outlining the highlights of our year.

By March 2026, 35 of you were actively involved with our Eastlight Resident Groups which support local projects and community activities. These groups helped to install benches and planters across neighbourhoods, add picnic benches to shared spaces and provide funding to local community organisations.

Joining an Eastlight Resident Group or becoming a new Neighbourhood Voice for your area are two of the best ways to help improve your neighbourhood and make a difference in your community.

24

Charter activities throughout 2025/26

11

residents on our Customer Influence Committee



Neighbourhood Lead, Megan and Senior Neighbourhood Lead, Zoe with Eastlight Resident Group South Members, Mary and Sheila

Want to get involved and have your say?

If you'd like to get involved, scan the QR code below using your mobile phone camera and clicking the link, or call us on **0330 128 0330**

Your **Home**

When something goes wrong in your home, you want it sorted quickly, with as little hassle as possible. That's why our Home Solutions Team (repairs and maintenance) is focused on making repairs easier, faster and more reliable.

87%

first-time fix rate

30,654

repairs completed
– 84% on time

5,288

emergency repairs
– 99% on time

This year, 84% of repairs were completed on time, and 99% of our 5,288 emergency repairs were dealt with within 24 hours. Plus, 87% of repairs were fixed on the first visit.

Scheduled repairs took an average of 17 days to complete, comfortably within our 28-day target.

We also completed more than 25,000 repairs in the year, meeting response timescales for those that were urgent (within 7 days), routine (within 28 days) and planned (within 90 days).

To help deliver a better service, we continued to follow our resident-designed Repairs Pledge and invested in new technology and smarter ways of working. This included our new partnership with Travis Perkins Managed Services to improve our teams' access to materials locally, introducing AI tools to help diagnose issues and increase first-time fixes, upgrading mobile systems for our teams, and using drones and new software to identify problems more quickly and accurately.

Missed appointments

Unfortunately, missed appointments continue to be a challenge. The average repair now costs £80.44, an increase from £71 in 2024/25. When we can't gain access to a home, valuable time and money are wasted. If you need to cancel or rearrange an appointment, please let us know as early as possible so we can offer the slot to another resident.

Damp and mould

We also continued our work tackling damp and mould. During the year, we received 1,691 reports and resolved 1,530 cases before the year end. Around 170 cases required urgent action, and all high-priority cases were addressed within our target timescales. Our Healthy Homes Team has also introduced smart sensors in some homes to help identify issues earlier and prevent problems from becoming more serious.

Are you satisfied with our services?

Our Tenant Satisfaction Measure results tell us that you're more satisfied with our repairs services. In fact, overall satisfaction with repairs has increased from 77% to 80%, while satisfaction with the time taken to complete repairs rose significantly from 69.8% to 77.3%.

Feedback from our Customer Journey Surveys was also positive, with residents rating our operatives highly for their professionalism (9.3/10), quality of work (8.9) and speed of service (8.9). These results show we're moving in the right direction and that we remain committed to improving your repairs experience even further.

1,691

new cases of damp and mould



Eastlight Electrician, Pete, and Carpenter, Tony

£80.44

average cost of repair

Need to report a repair or damp and mould in your home?

You can report this via the My Eastlight portal or by calling us on **0330 128 0330**

Your **Feedback**

Your feedback plays a vital role in helping us understand what matters most to you and where we need to improve.

852

complaints raised at Stage 1

17%

of cases escalated to Stage 2

15

cases referred to the Housing Ombudsman Service

While we always aim to provide a great service, we know we don't always get things right. When that happens, it's important that we listen, learn and take action.

This year, we received more complaints than in previous years. Many related to repairs, damp and mould, leaks, and heating or hot water issues. As expected, complaint volumes were highest during the colder months when demand for repairs and support services increase across the housing sector.

Despite this, we continued to resolve most complaints within our target timescales. At Stage 1, 83% of complaints were resolved successfully, with 91% completed within 10 working days.

Only 17% of complaints were escalated to Stage 2, and 83% of those were resolved within our 20-working-day target. While a small number of complex cases took longer to investigate and resolve, the majority were handled promptly and resulted in a satisfactory outcome.

During the year, 15 cases were referred to the Housing Ombudsman Service. We're pleased that the percentage of cases where the Ombudsman found a service failure has reduced significantly and is now below the sector average. There were no findings of severe service failures.

It's worth noting that Ombudsman referrals do not always relate to complaints raised in the same reporting year, as residents can refer a case up to 12 months later and investigations can take several months to complete.

Encouragingly, more residents told us they were satisfied with the way we handled their complaints. Satisfaction increased from 33.0% in 2024/25 to 41.9% this year, placing us above the sector median.

While we're pleased with this improvement, we recognise there is still more work to do to ensure every resident has a positive experience when raising concerns. To help achieve this, we've invested in additional resources within our Customer Experience team, improved the way we analyse complaints, and strengthened how we identify trends and learn from feedback.

Most recently, we moved our Complaints Service into Your Eastlight Team. This change will help us identify issues earlier, resolve them more quickly and reduce the need for residents to escalate concerns. By bringing teams closer together, we're better placed to understand problems, respond faster and improve outcomes.

Thank you to everyone who has taken the time to share their experiences with us. Your feedback continues to shape the way we work and helps us deliver better services for all.



Eastlight resident, Bobbie

90.5%

of Stage 1 complaints completed within 10-day target

82.9%

of Stage 2 complaints completed within 20-day target

Need to make a complaint?

If you're not satisfied with our services, you can tell us straight away. Raise a complaint via the My Eastlight Portal or by calling **0330 128 0330**

Thank you

Everything we've achieved this year has been shaped by your feedback, involvement and support. Whether you've completed a survey, joined a resident group, attended an event, reported an issue, or simply shared your views with us, your voice helps us improve the services we provide and shapes the future of Eastlight.

We know there's still more to do, and we're committed to listening, learning and improving.

If you'd like to discuss anything you've read in this report, share your views, or find out more about getting involved, we'd love to hear from you.

Don't forget to check out our Resident Events calendar to find out what opportunities are happening in your area:
eastlighthomes.co.uk/activities

How to contact us?

Eastlight House, Charter Way,
Braintree, Essex, CM77 8FG

In person: Eastlight House, Charter Way, Braintree, Essex, CM77 8FG
My Eastlight: portal.eastlighthomes.co.uk
Call: 0330 128 0330 (local rate)
Visit: www.eastlighthomes.co.uk

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