



Customer Voice Report

February 2026

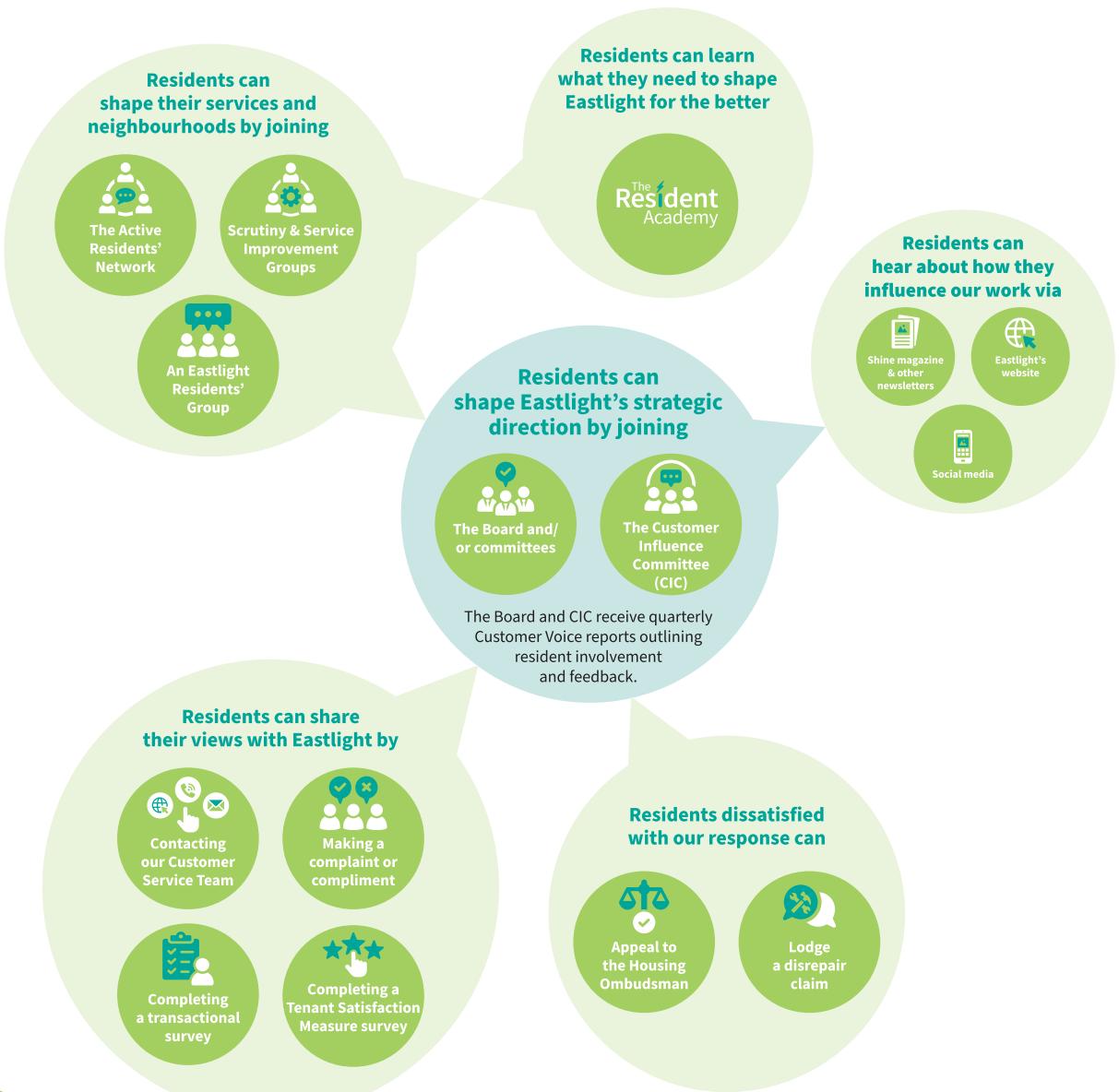
The Customer Voice Report

Welcome to the Customer Voice Report, reflecting our latest performance between October-December 2025.

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

This report brings together that feedback - from the surveys residents complete and the complaints they raise, to the activities they take part in to shape Eastlight for the better. It allows us to continually understand residents' needs, so we can improve the way we work and deliver the high-quality services they 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.

Satisfaction of tenants living in rented homes	Full year 2024/25	Jan 2025 – Dec 2025	Oct 2025 – Dec 2025	Sector median 24/25
Overall service	72.7%	74.8%	72.1%	75.4%
Repairs reported in the last 12 months	77.0%	79.5%	82.8%	76.1%
Time taken to complete repairs in last 12 months	69.8%	74.8%	78.4%	70.8%
Home is well maintained	74.2%	75.6%	76.4%	75.0%
Home is safe	80.4%	80.7%	81.6%	80.3%
Listens to tenants' views and acts upon them	63.8%	68.2%	69.8%	65.7%
Being kept informed	69.3%	69.3%	71.0%	74.4%
Being treated fairly and with respect	77.5%	79.6%	80.2%	80.4%
Approach to complaints in last 12 months	33.0%	38.7%	52.5%	38.8%
Communal areas	58.9%	64.1%	73.2%	68.8%
Positive contribution to the neighbourhood	59.6%	64.7%	68.8%	67.2%
Approach to anti-social behaviour	58.4%	61.5%	62.1%	63.4%

276 responses between October and December 2025.

Many Eastlight residents are more satisfied with our services, according to the latest Tenant Satisfaction Measure (TSM) results.

For the 12 months to the end of December, Eastlight's approach to complaint handling improved by 3.7 percentage points, and our handling of anti-social behaviour similarly increased by 1.5 percentage points. More residents also felt that we are keeping our communal areas clean and well-maintained, evidenced by a further 2.7 percentage point increase when compared with our previous quarter results.

In the same period, there were also improvements to our repairs service. For example, residents believed we repaired their homes quicker (up 1.3 points), that the quality of their repair had improved (up 0.4 points), and their home was better maintained as a result (up 0.4 points). Many residents cited our Repairs Team providing a fast and reliable service, their great communication skills, and their polite and helpful behaviour in resolving their issues.

However, concerns continued around incomplete or ongoing repairs, damp and mould, and instances where the quality of our communication could be more consistent. Similarly, residents raised issues regarding service charges, grounds maintenance and anti-social behaviour in their community. Combined, this has contributed to a 1.3 percentage point decrease in overall satisfaction between the 12 months to the end of September, and the end of December.

On the other hand, residents highlighted that we're doing better in the following areas: listening and acting on their views (up 1.4 points), treating them fairly and with respect (up 0.8 points), and making greater contributions to their neighbourhood (up 0.7 points).

Between October-December 2025, we asked residents additional questions for more detail on how our teams have treated them respectfully. Residents praised our team members' ability to respond to their needs, considering their personal circumstances, and being supportive when dealing with rent arrears. However, we know that more work can be done to be more responsive, accountable and attentive to some people's specific concerns or needs.

In November 2025, the Regulator of Social Housing published its Tenant Satisfaction Measures 2024/25 Headline Report, highlighting the performance of large social landlords (with 1,000 homes or more) for the reporting year. This provided us with updated sector medians to compare our performance against, and this was highlighted in the table on the previous page. Due to this, Eastlight's 2024/25 results are now 2.7 percentage points behind the Regulator's updated sector median.



74.8%

Overall Satisfaction.
(Jan – Dec 2025)

However, we continue to make great progress. Comparing the 12 months to the end of December, Eastlight exceeds the new sector median in three areas (repairs reported, time taken for repairs, and listening and acting on residents' views). Five other metrics show minor improvement on the new median, and the gap is quickly closing on the final four metrics. It provides a new benchmark to identify where Eastlight is heading in the right direction, and in which areas we need to focus.

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	Oct-Dec 24/25	Jan-Mar 24/25	Apr-Jun 25/26	Jul-Sept 25/26	Oct-Dec 25/26	No. returns (Q3)*
Anti-social behaviour case handling	5.8	5.0	5.7	5.2	5.9	29
Anti-social behaviour case outcome	5.1	4.0	5.2	4.7	4.6	28
Complaint handling	4.8	5.7	5.9	5.6	4.9	34
Complaint outcome	5.3	5.6	4.5	5.4	5.1	34
Lettings service	8.4	9.4	8.9	8.6	8.8	26
Condition of new home (lettings)	8.1	8.9	8.6	8.2	8.3	27
Repairs service	7.9	8.3	8.7	8.8	8.2	348
Time taken to complete	8.5	8.9	9.1	9.1	8.8	321
Gas, oil and electrical servicing	N/A	N/A	8.7	8.4	8.9	207

*We had some technical issues collecting Customer Journey Survey results for November 2025. As a result, these returns have not been included.



Lettings

We scored an average of 8.8 out of 10 for our Lettings service and 8.3 for the condition of residents' homes, up slightly on the previous three months. In their comments, residents repeatedly praised staff for their friendly and kind nature, good communication skills and ease of process. Almost all (96%) said they now have a home that meets their needs.



Anti-Social Behaviour

Satisfaction with our handling of anti-social behaviour has reached an all-time high of 5.9 over the past year, up 0.7 on the previous quarter. Residents scored us 4.6 out of 10 (down 0.1 point) when asked whether they were satisfied with the outcome of their case.

Those that were happy with our service rated our teams' ability to understand their case, take ownership and get things done. Unfortunately, only 53.3% of residents who raised anti-social behaviour felt their case was fully resolved, and some commented that they had to raise issues on multiple occasions. Following the launch of Your Eastlight Team, our colleagues are more visible and connected to residents, which should enable them to understand concerns quicker, take accountability and see things through with fewer delays.



Complaints

Between October and December 2025, 34 residents completed a complaint handling Customer Journey Survey. Those who were satisfied with the service cited frequent communication with Eastlight staff, quick acknowledgment of their issues and a speedy resolution. However, those who were dissatisfied found that it took too long for colleagues to address their complaints, our team members couldn't resolve concerns on-the-spot or felt that we could do more to take ownership. As a result, our complaint scores have declined this quarter, down 0.7 points (now 4.9) on how we handled complaints, and down 0.3 points (now 5.1) on the complaint outcome.

8.8/10

How residents rated their lettings service



Repairs

Overall satisfaction with the repairs service was 8.2 out of 10, down from 8.8 in the previous quarter. However, our Repairs Team is consistently praised by residents who commented on their professionalism, specifically regarding how quickly they work and their focus on quality.

More than 9 in 10 residents said our teams arrived on time, introduced themselves clearly and explained the work planned. They also said, upon leaving, our colleagues left things clean and tidy, minimising disruption to the resident and their home.

That said, the number of residents who felt their repair was incomplete by the end of our team members' visit rose to 20.3%. Dissatisfied residents highlighted a lack of repair resolution or completion, poor workmanship and the time taken – for example, delays to the appointment. This will always be a priority area for Eastlight as we aim to continually improve our repairs service.



Gas, oil and electrical safety checks

Between October and December 2025, more than 200 residents completed a gas, oil or electrical safety check survey, with an overall satisfaction score of 8.9 out of 10. The contractor 'on the day' was scored at an average of more than 9.0 out of 10.

We have seen large improvements in areas where our contractors are taking more measures to protect residents' homes during visits and speeding up deliveries of gas, oil or electrical safety certificates following checks. Arrival communication remains an area of focus for Eastlight.

8.9/10

How residents rated their gas, oil or electrical service

Online Sentiment

Online Customer Sentiment	Jan-Mar 24/25	Apr-Jun 25/26	Jul-Sept 25/26	Oct-Dec 25/26
Post (Facebook and LinkedIn)	94	94	82	85
Reach (Facebook and LinkedIn)	93,851	85,915	78,289	119,793
Interactions (Facebook and LinkedIn)	3,152	3,197	2,834	2,646
Proportion of Facebook comments that were positive/neutral*	50% (247)	46% (239)	39% (261)	50% (180)
Proportion of LinkedIn comments that were positive/neutral*	95% (53)	93% (106)	77% (64)	99% (99)
Google reviews that were positive/neutral*	0% (3)	33% (6)	0% (2)	0% (1)
Google review scores	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%	5* 0% 4* 0% 3* 0% 2* 100% 1* 0%
Press stories published/broadcast	21 proactive 2 reactive	2 proactive 1 reactive 2 mentions	9 proactive 1 reactive	15 proactive 0 reactive
Proportion of press stories positive/neutral	96%	80%	100%	91%
Proportion of comments on press stories that were positive/neutral*	87% (23)	N/A (0)	N/A (0)	71% (335)
Proportion of comments on all media that were positive/neutral*	56% (326)	66% (351)	61% (346)	89% (623)

***(total number of comments)**

Eastlight posted 85 times on either Facebook or LinkedIn in the last three months (October-December 2025), generating a reach of 119,793 views and 2,646 interactions.

This period saw exceptional media coverage for Eastlight, including national and sector press, with 22 articles highlighting innovation, sustainability and accessibility. This was largely driven by the BBC and The Sun featuring a story on an Eastlight residents' data centre heat hub trial – reducing cost and carbon emissions – which attracted 314 of 335 comments.

Complaints

Between October and December 2025, we dealt with 186 Stage One complaints, up slightly on the 139 complaints received in the previous quarter. Of these, 98% were responded to within the Housing Ombudsman Service's (HOS) complaint handling timescales.

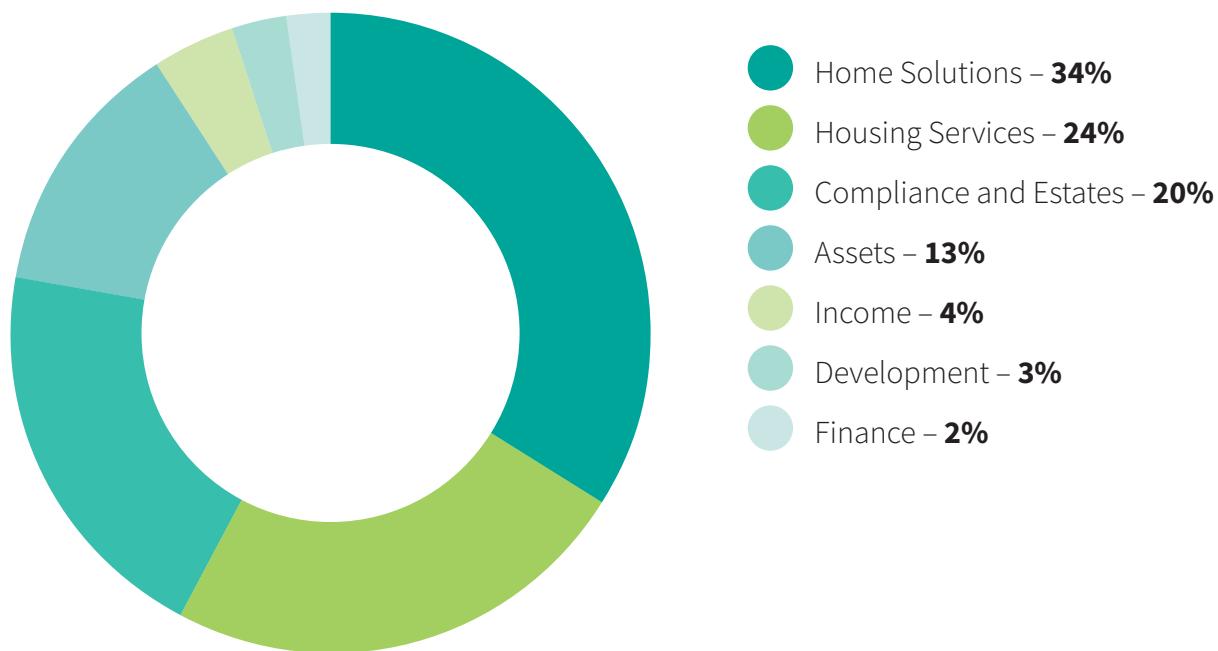
Areas with the most complaints were related to Repairs (34%), Housing Services (24%), and Compliance or Estates (20%). The standard of our service was the most common cause, representing 37% of all complaints, followed by poor communication (28%) and contractor service failures (10%).



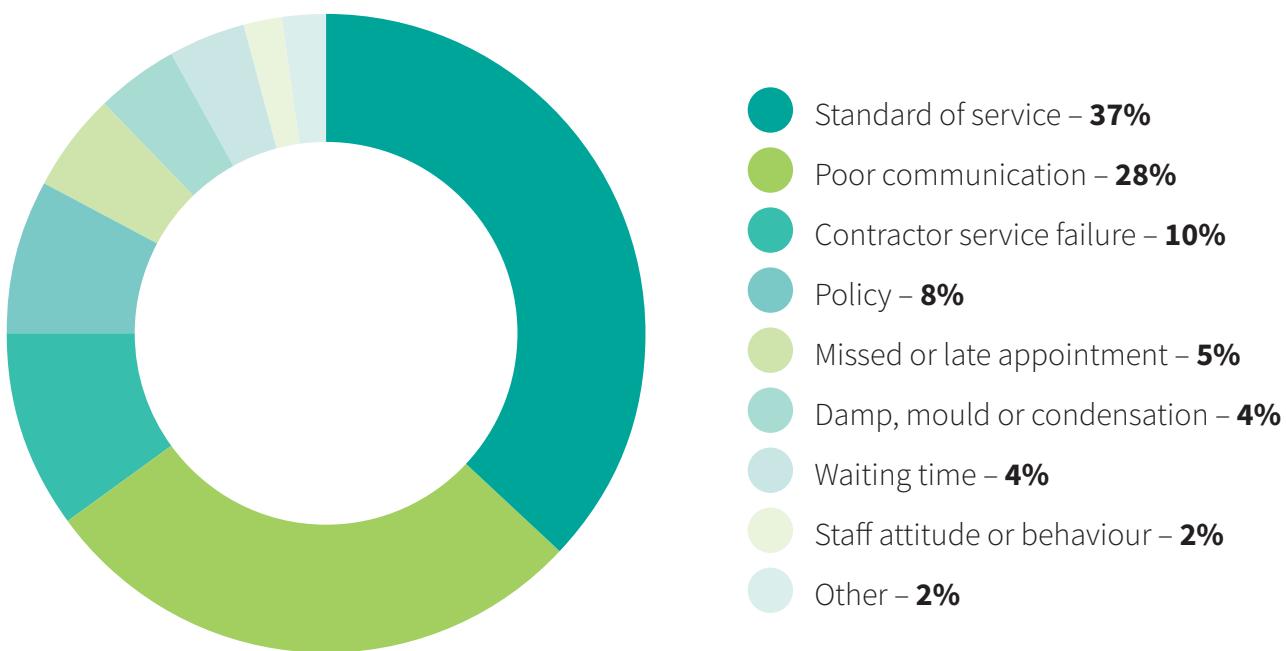
Complaints Performance

	Jan–Mar 24/25	Apr–Jun 25/26	Jul–Sept 25/26	Oct 25	Nov 25	Dec 25	Oct–Dec 25/26
Stage One complaints	138	150	139	63	60	63	186
Stage One complaints responded to in 10 days	57%	80%	97%	92%	87%	94%	91%
Stage One complaints responded to within HOS timeframes (target = 100%)	97%	99%	99%	98%	97%	100%	98%
Stage Two complaints	21	29	24	11	8	9	28
Stage Two complaints responded to in 20 days	57%	79%	83%	82%	88%	89%	86%
Stage Two complaints responded to within HOS timeframes (target = 100%)	86%	93%	92%	91%	100%	89%	93%
Proportion of complaints escalated to Stage Two	13%	15%	16%	13%	16%	17%	15%

Stage One Complaints (October–December 2025) By Service Area



Stage One Complaints (October–December 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 staff to allow for course correction if necessary.

Eastlight is now acting on 'Hot Alerts' (urgent internal notifications), flagging incomplete cases early. This is now standard practice, supporting better communication and team collaboration, and resulting in better resident outcomes as shown throughout this report.

In addition, our 'Think Customer' principle is a core part of our everyday business. All colleagues are aware of our target Tenant Satisfaction Measure scores, incentive bonus schemes have been introduced, and performance is communicated frequently through monthly company-wide briefings. These elements all contribute towards our ability to shift the dial towards improved colleague behaviour, smarter decision-making and increased resident satisfaction.



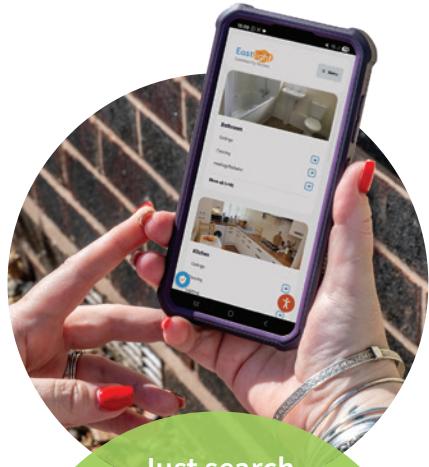
Your Eastlight Team

In December 2025, we introduced our new local, place-based way of working – Your Eastlight Team. Every Eastlight resident now has a named Neighbourhood Lead that is responsible for their home and community, supporting residents whenever they have a concern about repairs, their rent, their home or local area. This approach makes sure residents get the right support at the right time, while reducing internal hand-offs.

As Your Eastlight Team develops over the next few months, we anticipate some disruption to our Tenant Satisfaction Measure Scores and Customer Journey Survey results. We are reviewing feedback on a monthly basis to understand weak spots and the root causes of lower scores. This will enable us to put plans in place that addresses residents' concerns and allows colleagues to continue supporting residents and the wider community.

See more here: eastlighthomes.co.uk/eastlight-team





My Eastlight portal and app

In the previous three months, we have launched a new and improved 'My Eastlight' self-service portal and mobile app. This responds directly to resident feedback, where many have asked us for more accessible, digital contact methods so they can get in touch anytime, anywhere, about the services that matter most to them.

Eastlight residents can now access the portal and app to raise and reschedule routine repair appointments (tenants only), check their rent balance and make a payment, report anti-social behaviour or damp and mould, and log a compliment or a complaint.

Early data suggests steady week-on-week resident sign-ups and the booking of repairs.

We are aware that any new technology can have its limitations and bugs, and we're working hard to fix these and ensure that the ongoing development of the platform responds to resident views, particularly on what they would like to see added next.

See more here: eastlighthomes.co.uk/my-eastlight-support



Repairs

We have launched a specific campaign and incentive scheme with our Repairs Team to drive down open or overdue repairs. Alongside this, we are working with our external contractors where necessary and as appropriate to help us respond to the outstanding works in residents' homes.

Resident satisfaction with repairs continues to improve. However, we understand that the winter months can be a difficult time for many, and we are likely to receive increased reports of damp and mould, repair issues and complaints.

See more here: eastlighthomes.co.uk/repairs

82.8%

Overall satisfaction
with repairs
(Oct–Dec 2025)



Anti-Social Behaviour

We continue to set a consistent standard of service when responding to anti-social behaviour issues in our communities, which can be seen in improving Tenant Satisfaction Measure Score results for the reporting period. We aim to maintain these standards under the new Eastlight Team structure, ensuring our Neighbourhood Leads are well equipped to respond to such challenges, and that they can work effectively with our Intensive Housing Support Team who can provide more focused support when concerns arise.

See more here: 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. For example, we recently completed scrutiny and service improvement projects with residents centred around Service Charges and Complex Repairs processes.

Through our Active Residents Network newsletter, residents continue to inform our strategies and policies, and Eastlight Resident Group meetings and community walkabouts are being planned to ensure local people can enhance their local areas.

See more here: eastlighthomes.co.uk/get-involved

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