

Customer Satisfaction Performance

This is a document we will be publishing at the end of each quarter to monitor the delivery of our key services.

Q1 2023

Overall satisfaction

Connecting with our customers throughout their relationship with us is really important to understand how they find living in our homes and it helps us understand where we are doing well and where we need to do better.

Below are some overall scores from 3 of our key surveys.



New move in's

Once a customer has moved into their new home, we ask them if they would recommend Legal & General Affordable Homes based on their recent experience.

This is a very positive result, but some way below what we want our customers to feel and say about their experience.



Existing customers

We plan to ask our customers if they would recommend Legal & General Affordable Homes again, once they have lived in their home for a year.

This survey is due to start in June and we hope to share some feedback in the next performance reporting.



Repairs

When we complete a repair in a home, we ask our customers for their feedback on how easy they found reporting the repair, the quality of the repair, did we complete the repair in a timely way, etc.

In quarter 1 2023, 51% of customers told us they were satisfied with the repairs service, this will be a key focus for us for the rest of this year.

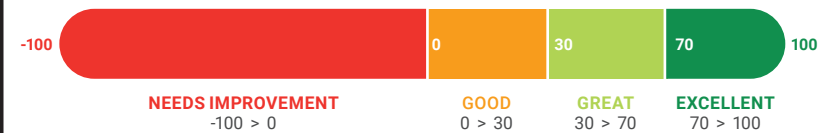


Complaints

We plan to ask our customers who have made a complaint how they felt we handled their complaint. Do they think we listened, understood, responded quickly enough, etc.

This survey is due to start in April and we hope to share some feedback in the next performance reporting.

What is NPS?



Net Promoter Score (NPS) is where a customer is asked if they would recommend Legal & General Affordable Homes using a scale of 0-10.

The minimum overall score could be -100, the maximum score could be +100. If a customer scores us 0-6 they are termed a 'detractor', if they score us 7 or 8 they are termed as 'passive', if they score us 9 or 10 they are a 'promoter' – the overall score is calculated by subtracting the percentage of customers who answer 6 or lower from the percentage of customers who answer 9 or 10.

What is a CSAT?



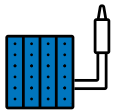
The **Customer Satisfaction (CSAT)** percentage scoring is based on a 1-5 scale, those answering positively, so a 4 or 5 on the scale are those reported in the score.

Keeping you safe

Legal & General Affordable Homes have partnered with 11 Management Providers who manage our homes on our behalf, ensuring all customers receive our expected level of service. They are all established housing providers in their own right, so have many years' experiences in delivering for customers.

Compliance Performance

Through our Management Providers network we are committed to keeping you safe in your home, and a key part of this is ensuring that all of our homes and communal spaces have the relevant health and safety certification in place.



Gas Safety

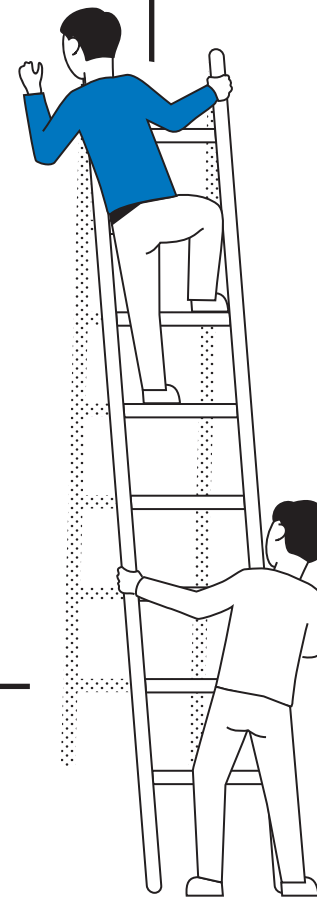


Electrical Safety



Water Hygiene

Health and Safety performance is currently 100% compliance with no overdue inspections or recommendations. The latest round of assurance work gave us full confidence that each provider is meeting our standards.



Performance in Key Service Areas

We take all forms of complaints seriously, and our aim is to work with you to address where we have fallen below expected service standards, to resolve any failures quickly and to learn lessons to avoid the same issue occurring again.

Complaints Trends

We received 39 new complaints between January and March 2023 and we closed a total of 42 complaints in this period. The reason why this is slightly higher is due to some complaints from December 2022 remaining open into January 2023 and then being closed down after investigation in the New Year.

In terms of trends:

- 41% of all complaints in this period were linked to a property issue. This included customers who complained about our repair service.
- 13% of complaints were linked to rent and service charge. This was mainly in relation to rent increase notices with new rent charges commencing from April 2023. There was also a general concern on service charge costs on specific schemes.
- We saw a spike of complaints in March 2023 which linked to rent and service charge concerns and ongoing repair issues.
- The average days to resolve a complaint is high. This is due to complaints remaining open until all issues are completed, and often this involves complex repair issues which can take several weeks to resolve. This is always agreed with the customer, and our main focus is to resolve all issues before complaint closure.

Complaint learnings

What we're doing as a result of what we're learning...

- Service charge costs is an important factor for customers. We need to ensure services covered by this charge provides value for money.
- Repairs and specifically within the first 12 months of living in your home are not being completed within timescales expected
- Communication on providing an update on repairs and general service enquiries need to improve.

Year To Date Performance

LEVEL	NUMBER	AVERAGE DAYS TO RESOLVE	% UPHELD	% NOT UPHELD
Stage 1	39	60 days	77%	23%
Stage 2	3	83 days	100%	0%
Housing Ombudsman	0	-	-	-



Overall rent performance

We collected 101% of the rent that was due to us across rented and shared ownership properties in Q1.

From customer insight and internal metrics.



Management provider support

3,033 customers contacted our management providers by phone or online during Q1.

From customer insight and internal metrics.



We will have more information about customer satisfaction with how we handle complaints in our next publication

Data collection is in progress, results will be published in future reports.



Satisfaction with the landlord's approach to handling anti-social behaviour

Data collection is in progress, results will be published in future reports.



Satisfaction that the landlord keeps communal areas clean and well maintained

Data collection is in progress, results will be published in future reports.



Management provider response time

Data collection is in progress, results will be published in future reports.

Tenant Satisfaction

From April 2023, the Regulator of Social Housing is introducing a suite of Tenant Satisfaction Measures which will provide greater visibility into landlords' performance and the quality of their product and services they deliver.

The Tenant Satisfaction Measures will be 22 questions, some answered by customers and some from our own reporting.

The question areas cover five themes:

- ✓ **Keeping properties in good repair**
- ✓ **Maintaining building safety**
- ✓ **Effective complaints handling**
- ✓ **Respectful and helpful tenant engagement**
- ✓ **Responsible neighbourhood management**

We hope to share the first wave of our results with you in the coming months.



Tenant Satisfaction Measures



Satisfaction that the landlord listens to tenant views and acts upon them

Data collection is in progress, results will be published in future reports.



Satisfaction that the landlord keeps tenants informed about things that matter to them

Data collection is in progress, results will be published in future reports.



Agreement that the landlord treats tenants fairly and with respect

Data collection is in progress, results will be published in future reports.



Satisfaction that the landlord makes a positive contribution to neighbourhoods

Data collection is in progress, results will be published in future reports.

Our Portfolio

During quarter 1 of 2023, we continued to add to our portfolio of homes. We have now delivered over 3,000 across England.

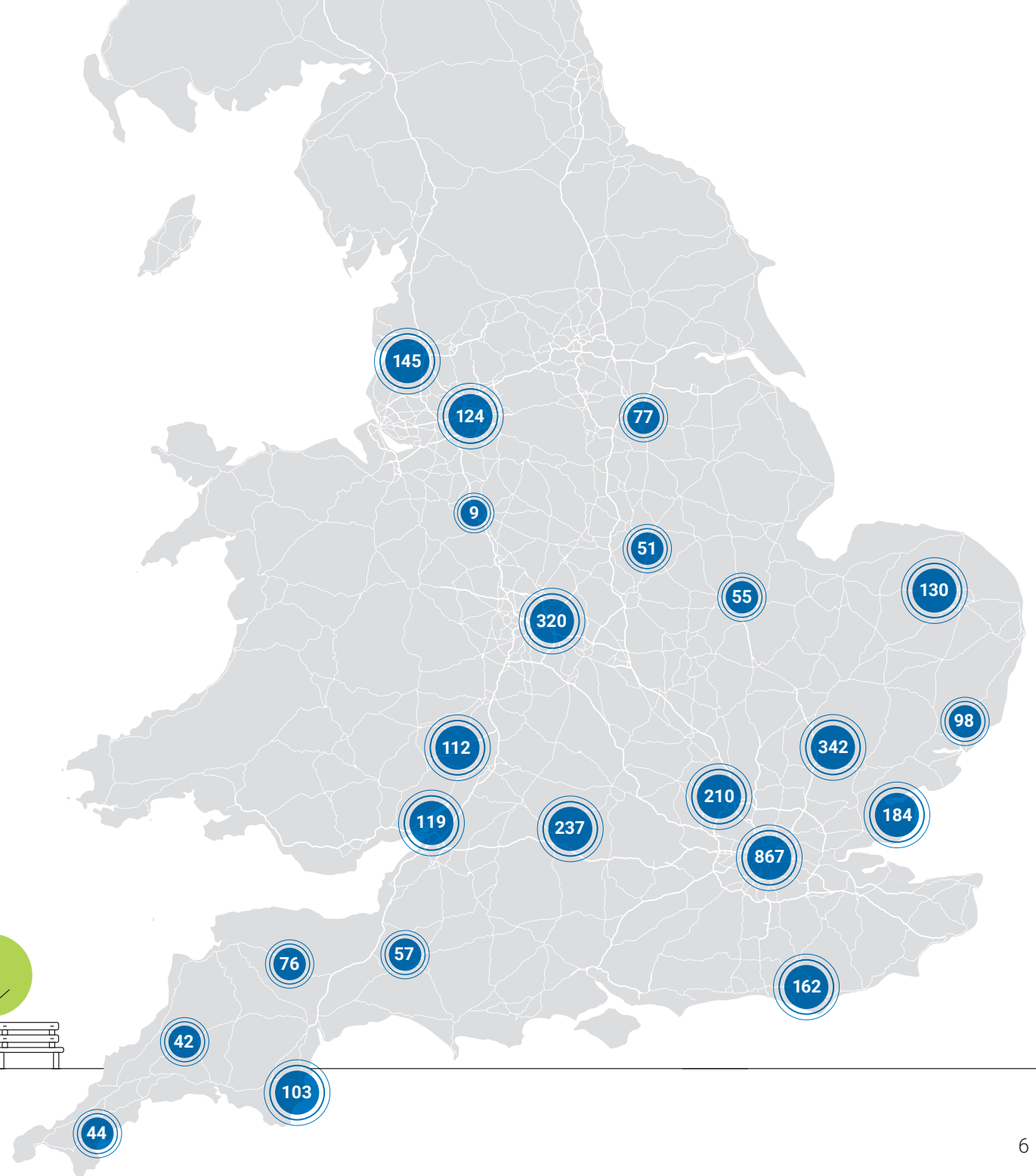
The map shows where our homes are located. More new homes are coming in 2023 including some in Maidstone, Oxford, Birmingham and London.



2,060
Rented properties



1,504
Shared ownership properties



Upcoming news

In the next 3 months...

We hope to **welcome a further 300+ customers into their new homes**. This will be a mixture of customer renting homes from us or buying a share in a home.

We also plan to publish our **2022 Annual Customer Report**, which will be available on our website.



Launch of customer website

We are working on the re-launch of our customer website.

Further details to follow.



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