

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.

Q2 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 4 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 and exceeds our target. Customers tell us they love the welcome they get when they move in, the support they get from our colleagues and they just can't wait to settle in. We continue to work on the quality and final finish of our homes so when customers move in all the outstanding works are completed.



Existing customers

This survey only started in June so we have only received a few responses so far. This survey asks our customers if they would recommend Legal & General Affordable Homes having lived in their home for a year.

We need to improve on our repair service, the upkeep of communal spaces and be clear about who to contact in respect of various aspects of the home. It is great to see one year on customers are still happy with the quality of their home.



Repairs

In Q2 2023, 55% of customers told us they were satisfied with the repairs service, which is a slight improvement on Q1.

This will continue to be a key focus for us for the rest of this year.

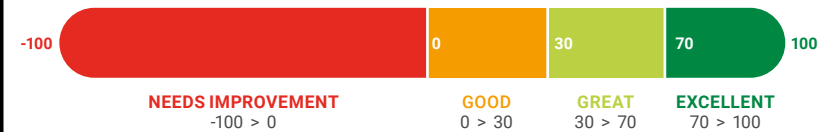


Complaints

Our complaint survey started in April. We asked our customers who have made a complaint how they felt we handled it. Do they think we listened, understood, responded quickly enough, etc.

Whilst we only have a few responses to the survey, it shows 37% of customers were satisfied or very satisfied with how we managed their complaint. Feedback suggests we're handling complaints well overall but could improve on our timeliness, attending to follow up actions and sometimes the outcome isn't what the customer wanted.

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?



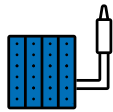
The **Customer Satisfaction (CSAT)** percentage scoring is based on a 1-5 scale, those answering positively, so a 4 or 5 on the scale are those reported in the score.

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 in ensuring that all of our homes and communal spaces have the relevant health and safety certification in place.



Gas Safety

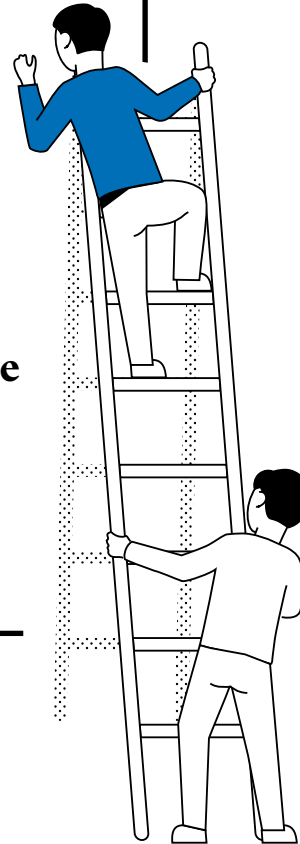


Electrical Safety



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.



Compliance Assurance

We also carry out regular auditing of our Management Providers to ensure that they have the necessary skills, experience and technical know how to keep our homes well maintained and our customers safe and happy.

	Asset Transfer & Set Up	Technical Quality	Competence & Skills
CHP	✓	✓	✓
COASTLINE	✓	✓	✓
GREAT PLACES	✓	✓	✓
FLAGSHIP	✓	✓	✓
JIGSAW	✓	✓	✓
PINNACLE	✓	✓	✓
RAVEN	✓	✓	✓
RHP	✓	✓	✓
SAXON WEALD	✓	✓	✓
SOUTHERN HOUSING	✓	✓	✓
STONEWATER	✓	✓	✓

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 41 new complaints between April and June 2023, with 13 cases which were escalated to Stage 2 of the complaints process. There was some improvements this quarter with the average response time for Stage 1 reducing by 7 days compared to Quarter 1, and 60 days for Stage 2 complaints.

We also received two Housing Ombudsman Service outcome reports, with them telling us that there was a service failure in one case, and we had to take some immediate actions to put matters right.

Key trends:

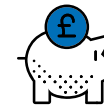
- We continue to see most of our complaints are linked a property matter, which accounted for 57% of all complaints. This was also linked to the majority of Stage 2 escalations.
- April saw the highest level of complaints so far this year. This seemed to be linked to ongoing rent and service charge issues linked to service quality across some particular schemes with charges increase from April 2023.
- We experienced delays in resolving defects for customers in the South West region. This resulted in complaints which could have been avoided if works were progressed in time.

Complaint learnings

- Ongoing concerns over the speed of repairs within the first 12 months of living if the home and levels of general communication.
- We will be introducing more resources to help tackle this trend from July 2023. We have listened to customer feedback and are addressing the services areas which are falling below standards. We will focus on getting these right first time into the second half of 2023.

Performance on complaints closed in Q2 2023:

LEVEL	NUMBER	AVERAGE DAYS TO RESOLVE	% UPHELD	% NOT UPHELD
Stage 1	41	53 days	76%	24%
Stage 2	13	23 days	48%	52%
Housing Ombudsman	2	29 days	50%	50%



Overall rent performance

We collected 98% of the rent that was due to us across rented and shared ownership properties in Q2.

From customer insight and internal metrics.



Management provider support

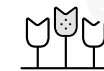
4,295 customers contacted our management providers by phone or online during Q2.

From customer insight and internal metrics.



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.

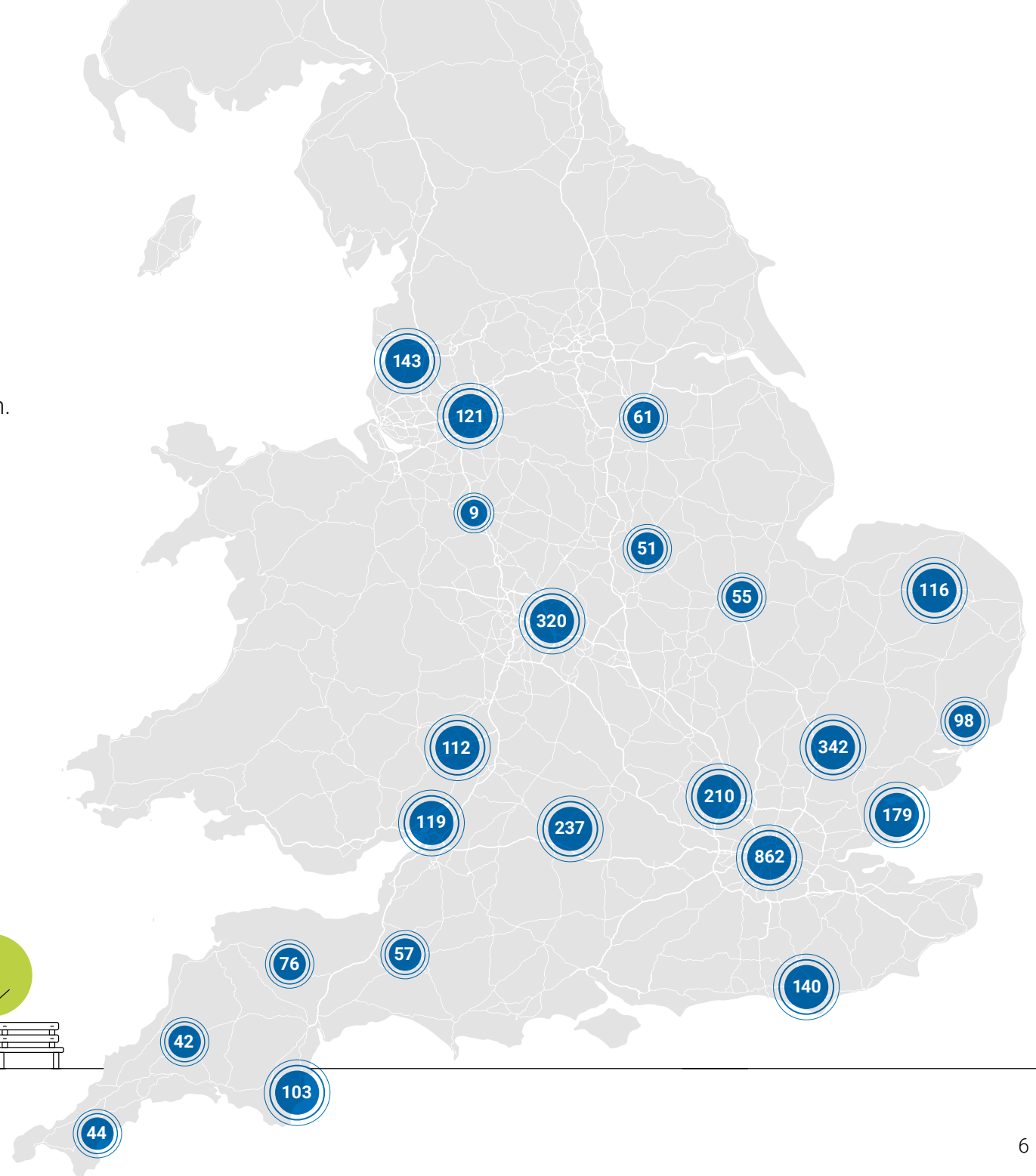
Our Portfolio

During Q2 of 2023, we continued to add to our portfolio of homes. We have now delivered over 3,400 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.

 **2,025**
Rented properties

 **1,472**
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 have also published our **2022 Annual Customer Report** - you can take a look [here](#).



Launch of customer website

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

Further details to follow.



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Maintaining building safety

Effective complaints handling

Respectful and helpful tenant engagement, and

Responsible neighbourhood management.

Our customers will all be invited to take part in this survey and will be contacted between June 2023 and March 2024.



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