

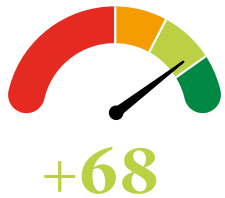
Customer Satisfaction Performance

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

Q3 2023

Overall satisfaction

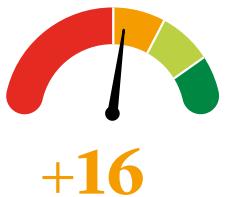
Connecting with our customers throughout their relationship with us is really important to understand how they find living in our homes. It helps us understand where we are doing well and where we need to do better. Below are some overall scores from 4 of our key surveys.



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 to minimise any outstanding issues before a customer moves in.



Existing customers

This survey started in June and so far we have received just under 100 responses. 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 time it takes us to complete a repair and keeping you updated throughout the whole process. It is great to see one year on customers are still happy with the quality of their home and are enjoying living there.



Repairs

In Q3, 59% of customers told us they were satisfied with the repairs service, which is a slight improvement quarter on quarter.

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

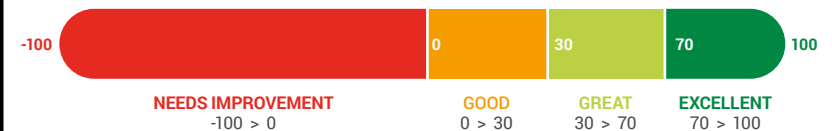


Complaints

50% of our customers said they were satisfied or very satisfied with how well we had managed their complaint.

To help improve our timeliness in dealing with complaints and following up on actions, in September we recruited two additional colleagues into the team.

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?



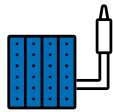
The **Customer Satisfaction (CSAT)** percentage scoring is based on a 1-5 scale, those answering positively, so a 4 or 5 on the scale are those reported in the score.

Keeping you safe

Legal & General Affordable Homes have partnered with 13 Management Providers, of which 11 are currently managing 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

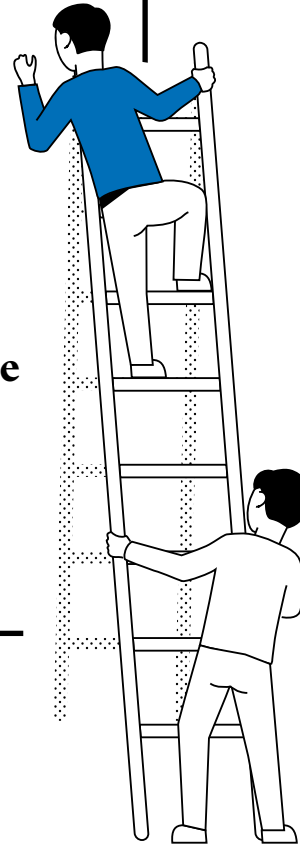


Electrical Safety



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.



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 70 new complaints between July and September 2023, of which 15 were escalated to Stage 2 of the complaints process. Within this period, we introduced a new Taskforce team as a dedicated resource to address the growing number of complaints and other complex customer issues. This team took a few weeks to settle in, but we saw a significant improvement in our response time to close Stage 1 complaints, with a 30-day reduction in average days to resolve.

Key trends:

- We continue to see most of our complaints are linked to property matters, which account for 50% of all complaints. This was also linked to the majority of Stage 2 escalations.
- This quarter we have seen a 71% increase in Stage 1 complaints compared to last quarter. This has had an impact on our service, however the new Taskforce has allowed us to ensure that we picked up and talked through each complaint with the customer.
- We saw a higher proportion of complaints linked to Rent and Service Charge issues. The majority of this was concerns about value for money on service charges, where communal services were not delivered. This led us to us carrying out a full review on schemes where we had reported issues, and working with our Management Provider to get standards back up to expected levels.

Complaint learnings

- We need to focus more on neighbourhood management services on schemes, to ensure services are in place. This is especially the case for communal landscaping during summer months, to ensure regular maintenance is carried out where this is within our responsibility to maintain.
- From feedback, we understand that communication is a key priority area for customers. We will focus on this over the coming months to ensure customers are regularly kept up to date on how their complaint is being addressed.

Performance on complaints closed in Q3 2023:

LEVEL	NUMBER	AVERAGE DAYS TO RESOLVE	% UPHELD	% NOT UPHELD
Stage 1	70	23 days	61%	39%
Stage 2	15	62 days	33%	67%
Housing Ombudsman	0	-	-	-



Overall rent performance

We collected 98% of the rent that was due to us across rented and shared ownership properties in Q3.

From customer insight and internal metrics.



Management provider support

3,890 customers contacted our management providers by phone or online during Q3.

From customer insight and internal metrics.



52% of our customers said they were satisfied or very satisfied with our handling of anti-social behaviour in their neighbourhood.

Anti-social behaviour is managed in the first instance by our housing management providers, so we will be sharing this insight and asking for their thoughts on how we can improve.



56% of our customers said they were satisfied or very satisfied with the condition of the communal areas.

It is important we have a good standard of care of our shared spaces so we are reviewing how we can improve.



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**



Tenant Satisfaction Measures



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

From nearly 700 surveys, **55%** of our customers said they felt we listened to their views and acted on them.



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

61% of customers completing the Tenant Satisfaction Measures survey so far agree that Legal & General Affordable Homes keep them informed about things that matter to them.



Agreement that the landlord treats tenants fairly and with respect

77% of our customers agreed that Legal & General Affordable Homes treated them fairly and with respect.



Satisfaction that the landlord makes a positive contribution to neighbourhoods

63% of customers surveyed agreed that Legal & General Affordable Homes made a positive contribution to their neighbourhood.

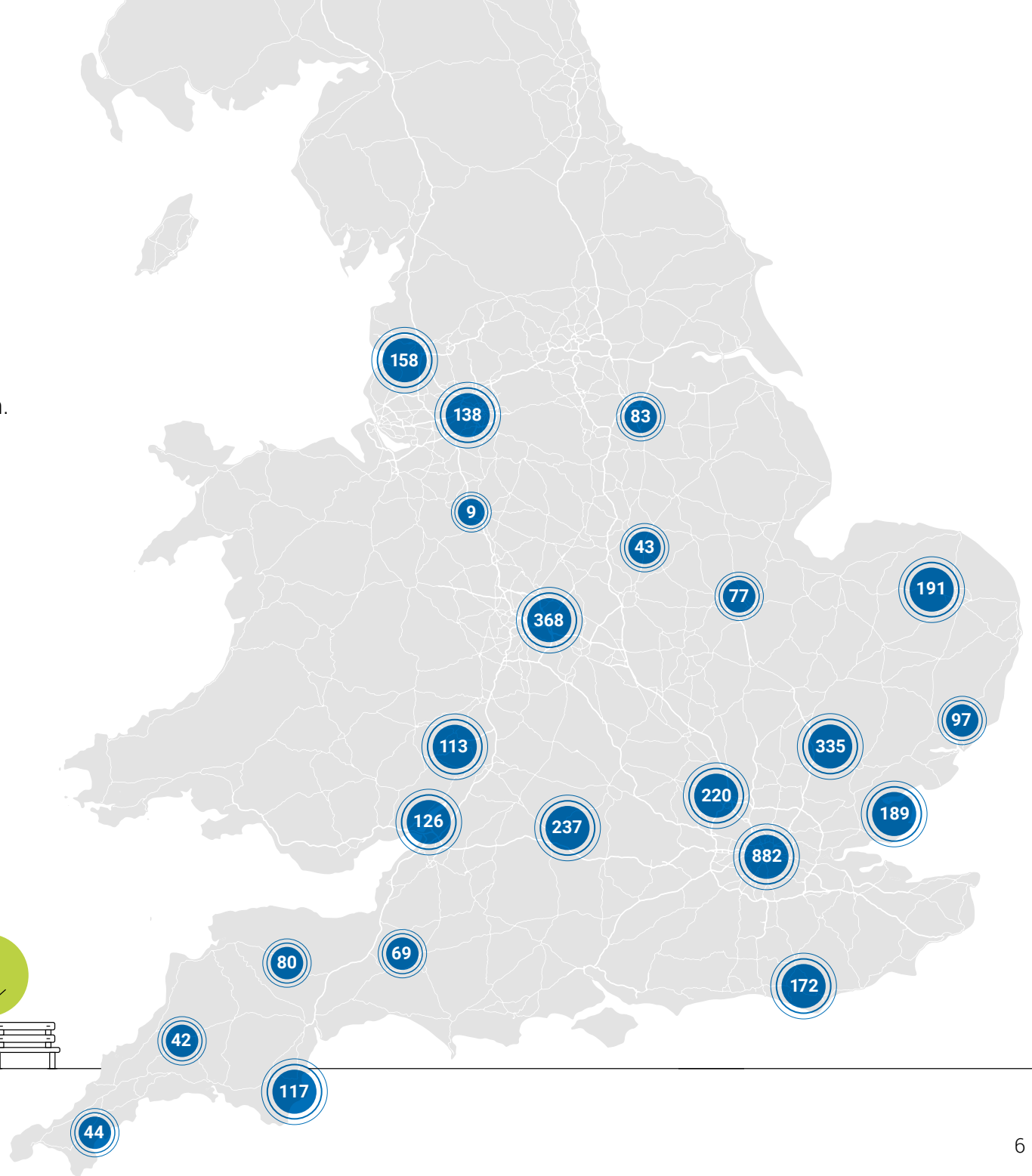
Our Portfolio

During Q3 of 2023, we continued to add to our portfolio of homes. We have now delivered over 3,790 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.

 **2,170**
Rented properties

 **1,620**
Shared ownership properties

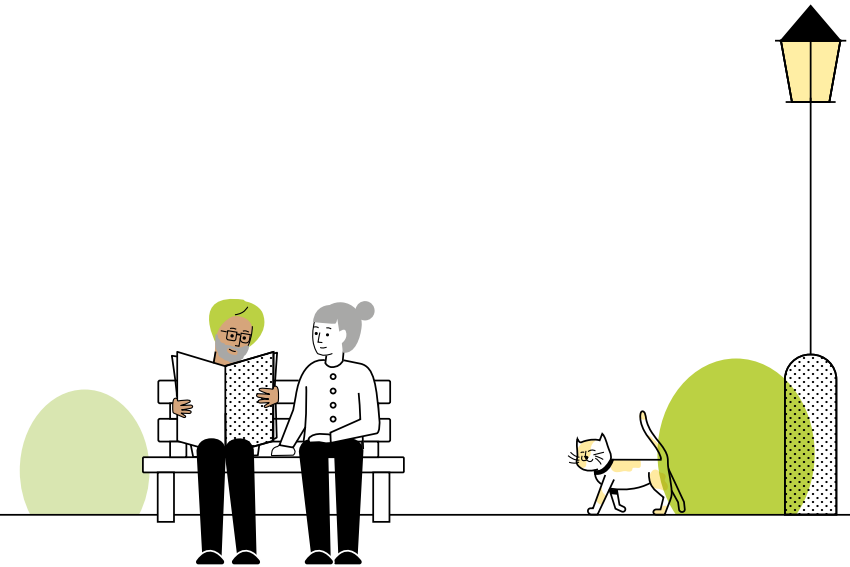


Upcoming news

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 will also continue to welcome new customers to our **online home management system called My Brolly**. We will be doing this in phases by the end of 2024 we hope all customers will be registered and managing their home from this one single website.



Launch of customer website

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

Further details to follow.



Tenant Satisfaction Measures

The Regulator of Social Housing is introducing a suite of Tenant Satisfaction Measures from April 2023 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, 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.



Legal & General Affordable Homes Limited.
Registered in England and Wales No. 11223470.

Registered office:
One Coleman Street,
London EC2R 5AA.
RSH Registered number: 5062

Legal & General Affordable Homes (AR) LLP.
Registered in England and Wales No. OC435745.

Registered office:
One Coleman Street,
London EC2R 5AA.
RSH Registered number: 5149.