

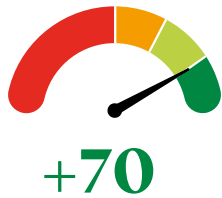
Customer Satisfaction Performance

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

Q4 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 200 responses. This survey asks our customers if they would recommend Legal & General Affordable Homes having lived in their home for a year.

Some of you are telling us we could improve the upkeep of communal areas, we are working with our partners to monitor this. 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 Q4, 70% of customers told us they were satisfied with the repairs service, which is an improvement.

We know we still need to improve on the time taken to complete a repair and making sure we keep you updated throughout the process.

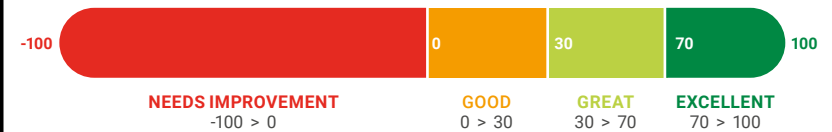


Complaints

40% of our customers said they were satisfied or very satisfied with how well we had managed their complaint.

We continue to work hard on dealing with complaints promptly, but taking care we always follow through on actions we have agreed with you.

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?



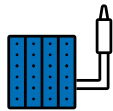
The **Customer Satisfaction (CSAT)** percentage scoring is based on a 1-5 scale, those answering positively, so a 4 or 5 on the scale are those reported in the score.

Keeping you safe

Legal & General Affordable Homes have partnered with 13 Management Providers, of which 10 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

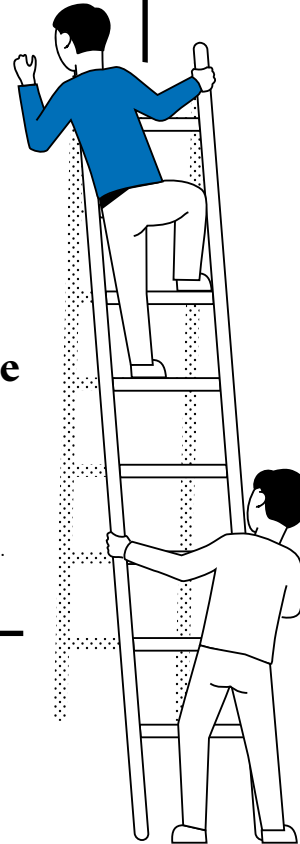


Electrical Safety



Water Hygiene

All compliance certification is tracked and legally compliant. We continue to monitor landlord assurance closely as we evolve our management processes to provide greater customer insight into the safety of their homes.



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	✓	✓	✓
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

Between October and December 2023, we closed 74 complaints of which 11 were escalated to Stage 2 of the complaints process. Comparing this period with the first three months of 2023, we have seen an over 50% increase in complaints.

On a positive note, although the number of complaints closed has increased, our response times have also improved and is due to the next taskforce now settling into their roles and addressing long standing complaints. We still remain focussed on resolving problems quickly for customers, and by having more resource to help achieve this, we are hopefully that this will result in better satisfaction in how complaints are handled.

Key trends for this quarter:

- We continued to see a higher proportion of complaints linked to Rent and Service Charge issues. This was partly due to statements sent to shared owners in September 2023 and follow-up concerns about value for money and prices going up which were similar to the issues we saw during summer months. Those were addressed and we know that the level of communication needs to better to explain why prices change.
- Although our initial complaints were high, the numbers of requests from customers to escalate their complaint to stage 2 of our process dropped. This is positive is showing that we are getting better at resolving issues first time.
- Defects continues to be a concern for customers, and during winter months we do see more reports linked to boilers and heating.

Complaint learnings

- The communication from our Aftercare Service which manages defects needs to improve. Feedback from customer have been shared with this team and we continue to work with Developers to ensure defects are resolved within set timescales. The importance of keeping customer updated is key and this will be picked up by the team.
- Cleaning and communal gardens remains a priority for customers. Cleaning is especially important in winter months, and the standards of cleanliness in lifts and areas of high footfall. This is being addressed on those schemes where we have had a number of reports.

Performance on complaints closed in Q4 2023:

LEVEL	NUMBER	AVERAGE DAYS TO RESOLVE	% UPHELD	% NOT UPHELD
Stage 1	74	19 days	68%	32%
Stage 2	11	23 days	55%	45%
Housing Ombudsman	0	-	-	-



Overall rent performance

We collected 96% of the rent that was due to us across rented and shared ownership properties in Q4.

From customer insight and internal metrics.



Management provider support

3,945 customers contacted our management providers by phone or online during Q4.

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 has introduced 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.

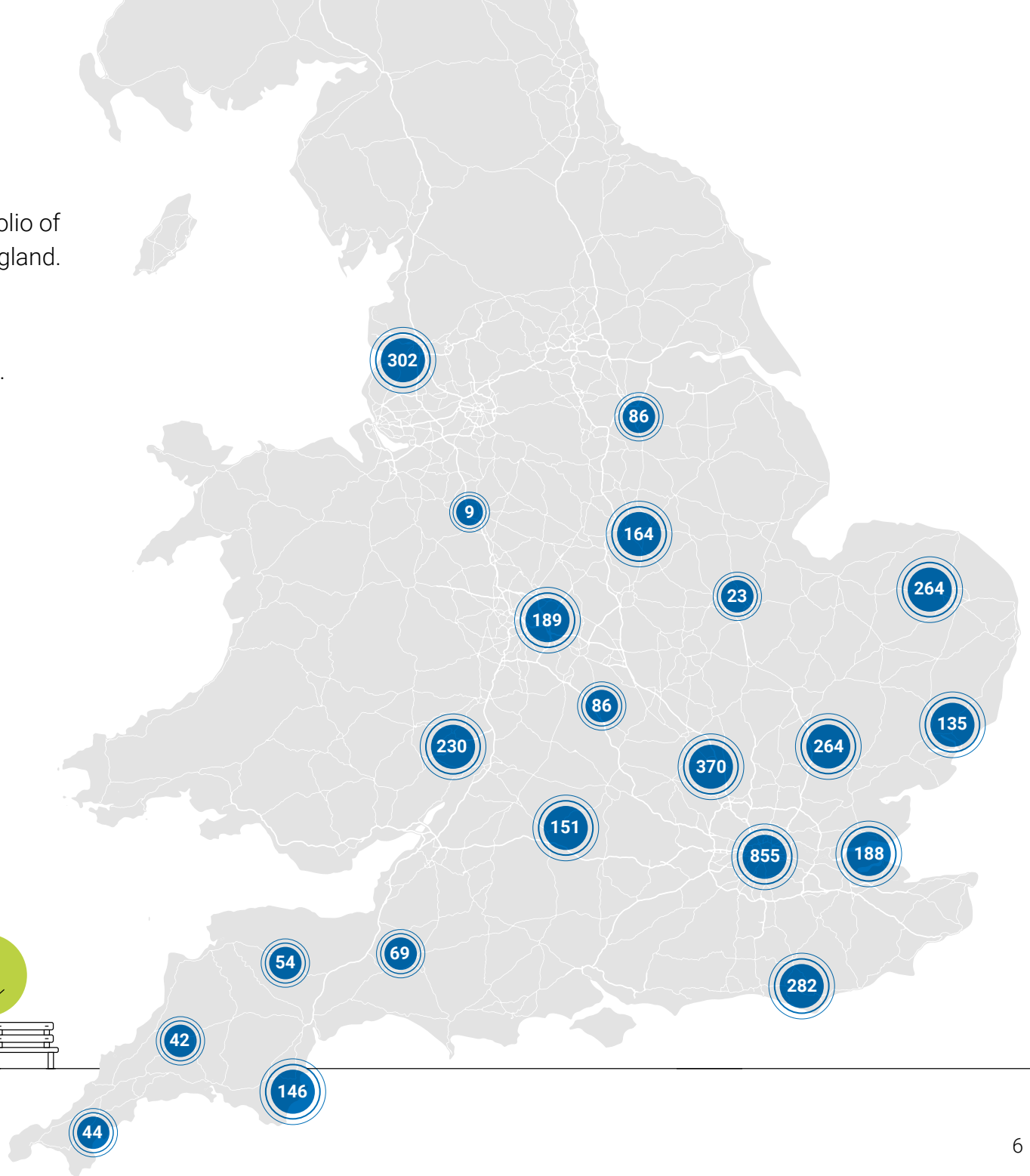
Our Portfolio

During Q4 we added another 400 homes to our portfolio of homes. We have now delivered over 3,953 across England.

The map shows where our homes are located. More new homes are coming in 2024 including some in Maidstone, Oxford, Birmingham and London.

 **2,266**
Rented properties

 **1,687**
Shared ownership properties



Upcoming news

In the next 3 months...

We have now started to welcome new customers to our **online home management system called 'My Broolly'** with some great feedback. Over the next few months and in phases, we will start to invite existing customers to register for this new system, keep a look out for emails explaining more.



Launch of customer website

We launched our new customer website towards the end of 2023, combining information about buying or renting a new home.

It contains useful information and articles which help you find out more about us. Do take a look at www.landgah.com.



Revision of the Consumer Standards from April 2024

The Regulator of Social Housing, a government department that set the standards expected of social housing landlords, are set to introduce their revised Consumer Standards.

These cover four areas;

- The Safety and Quality Standard to ensure our homes are safe and of a good quality
- The Transparency, Influence and Accountability Standard which requires Landlords to be open with tenants, tenants are involved in decision making and are treated fairly
- The Neighbourhood and Community Standard which will look to make sure tenants can live in safe and well maintained neighbourhoods
- The Tenancy Standard to make sure homes are available for those who need them most and tenancies are managed well.



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.