

# 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 2024**

# 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 2023. It 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 Q1, 73% 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.

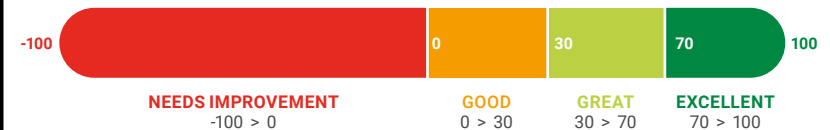


## Complaints

50% 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?



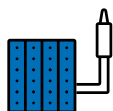
The **Customer Satisfaction (CSAT)** percentage scoring is based on a 1-5 scale, those answering positively, so a 4 or 5 on the scale are those reported in the score.

# Keeping you safe

Legal & General Affordable Homes have partnered with 13 Management Providers, of which 9 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 in ensuring that all of our homes and communal spaces have the relevant health and safety certification in place.



**Gas Safety**

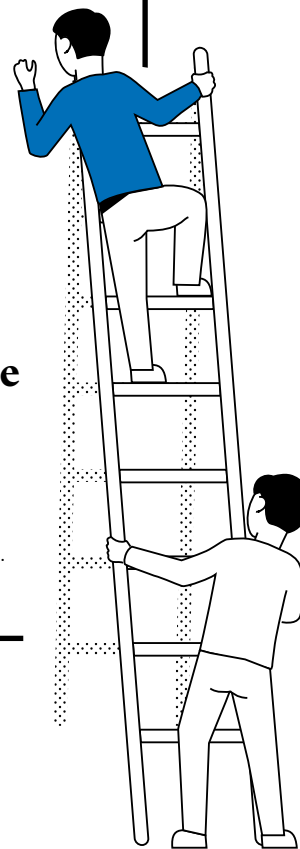


**Electrical Safety**



**Water Hygiene**

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	✓	✓	✓

# 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

**In the first three months of 2024, we saw a large increase in complaints being received. This did impact on our ability to respond to customers within our set timescales which is a key focus going into April.**

- We saw an increase in complaint about rents and service charges. There were some concerns over the amount of rent increase which is being applied from April, which is as a result of continued high inflation rates. We do understand the impact this has on our customers, and we will be extending our customer support fund to help customers who are experiencing a short-term income shock.
- Service charge complaints in particular have increased, with customers raising concerns about the value for money the services they are paying for are providing. We have been working hard with management companies who mostly set service charges within our schemes, to ensure prices do reflect the services being provided.
- Defects and property related issues have continued to be the highest complaint type and this has mainly linked to the time it takes to resolve a defect and the quality of communication.

## Complaint learnings

- Clear and regular communication is important to customers. With our recent rent and service charges notices, customer have told us that this should be made simpler. We are progressing work on our tone of voice to ensure we do provide plain and simple communication.
- As reported in the last period, the speed in which defects are completed need to improve. We will be reviewing this service in the summer, with the aim of putting more focus on how we can improve the service our Aftercare Team provides and how we can better influence developers to resolve defect reports quickly.

## Performance on complaints closed in Q1 2024:

LEVEL	NUMBER	AVERAGE DAYS TO RESOLVE	% UPHELD	% NOT UPHELD
Stage 1	87	24 days	77%	28%
Stage 2	19	12 days	65%	35%
Housing Ombudsman	2	20 days	50%	50%



### Overall rent performance

**We collected 93% 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

**3,985 customers contacted our management providers by phone or online during Q1.**

*From customer insight and internal metrics.*



### 54% 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.



### 59% 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 800 surveys, **56%** 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**

**62%** 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**

**64%** of customers surveyed agreed that Legal & General Affordable Homes made a positive contribution to their neighbourhood.

# Our Portfolio

During Q1 we added another 884 homes to our portfolio of homes. We have now delivered over 4,837 across England.

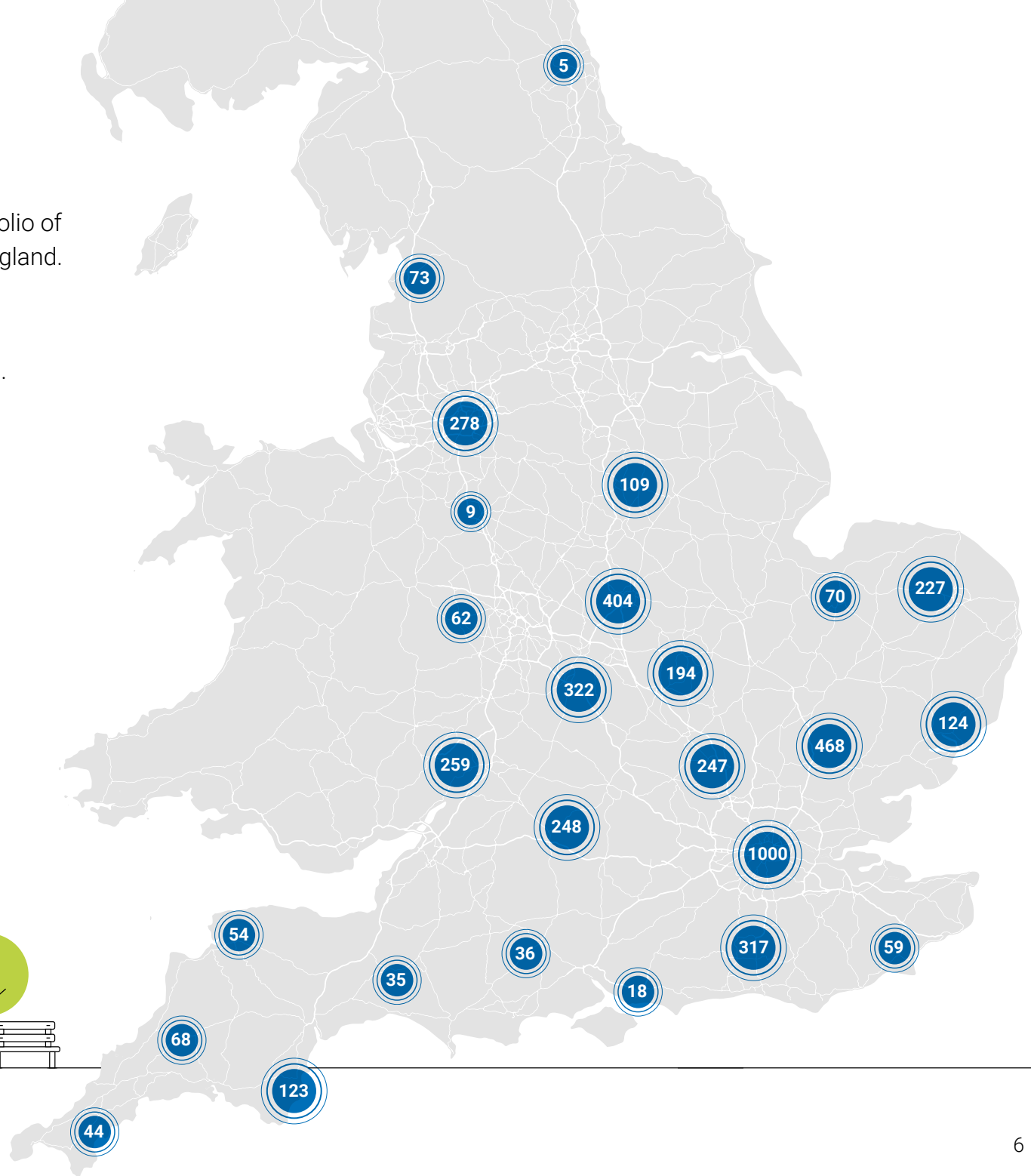
The map shows where our homes are located.  
More new homes are coming in 2024 including some in Maidstone, Oxford, Birmingham and London.



**2,428**  
Rented properties



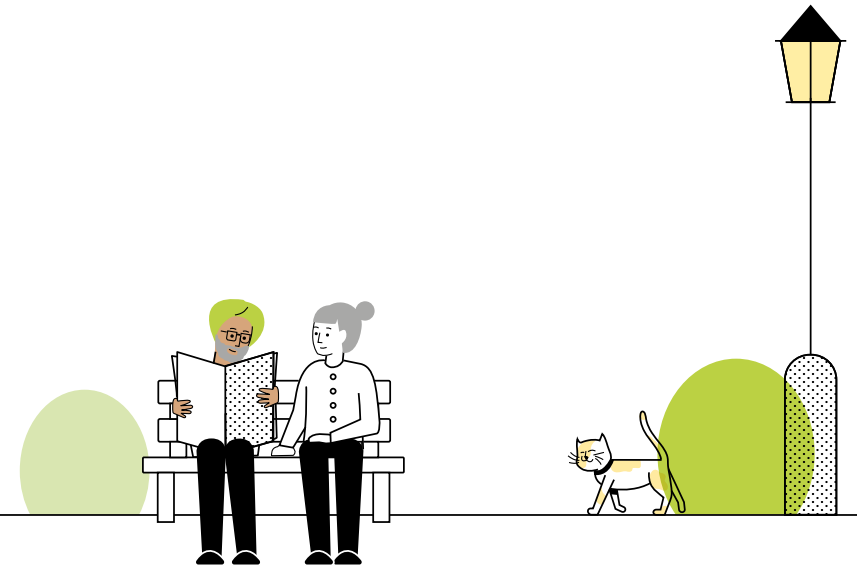
**2,409**  
Shared ownership properties



# Upcoming news

## In the next 3 months...

We have continued to welcome new customers to our **online home management system called 'My Brolly'**. We now have more than 1300 customers managing their homes and interacting with us using My Brolly. In My Brolly our customers can see rent account statements, make payments, log a repair and raise any queries.



## 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.





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