

# 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 2024**

# Overall satisfaction

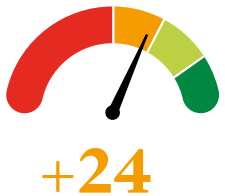
Connecting with our customers throughout their relationship with us is really important to understand how they find living in our homes. It helps us understand where we are doing well and where we need to do better. Below are some overall scores from four of our key surveys.



## 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 Q2, 75% of customers told us they were satisfied with the repairs service they had received in the first year of living in their home, 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.

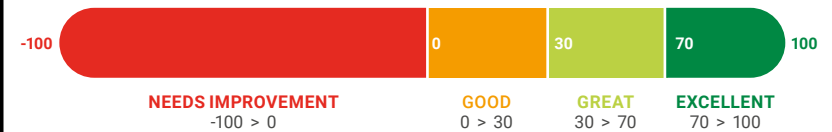


## Complaints

66% 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?



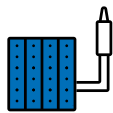
The **Customer Satisfaction (CSAT)** percentage scoring is based on a 1-5 scale, those answering positively, so a 4 or 5 on the scale are those reported in the score.

# Keeping you safe

Legal & General Affordable Homes have partnered with 13 Management Providers, of which 8 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**

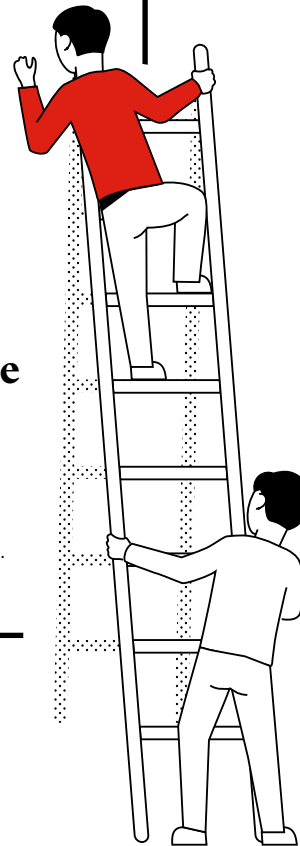


**Electrical Safety**



**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	✓	✓	✓
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

**Incoming complaint numbers have continued to rise steadily and managing response timescales has been a key focus and challenge, with the implementation of the new Housing Ombudsman Complaint Handling Code. Defects complaints, in particular have been challenging to manage within the complaint deadlines, due to the reliance on external developers and contractors to complete outstanding jobs.**

- The new Housing Ombudsman complaint handling code allows longer for the investigation and response at both complaint stages, which once we are able to capture on the system will significantly improve our complaint reporting capability.
- We have continued to see an increase in complaints about rents and service charges, aligned to previous rent and service charge increases and communication. Service charge complaints in particular have remained steady with a theme of customers raising concerns about the amount of the increase, questioning whether it is value for money and whether services could be procured more cheaply elsewhere, especially building insurance. Recently there has been an increase in sales related complaints, which is being monitored with early themes being timescales and affordability.
- Defects and property related issues have again continued to be the highest complaint type and these have been mainly linked to the time it takes to resolve a defect, the quality of the work completed and communication. The taskforce has contributed to the working group which has been considering how defects may be managed in the future and sharing its learning and feedback from complaints. This will better identify problematic or complex defects at an early stage and enable swifter resolution.

## Complaint learnings

We are continuing to share themes and learning with the business and have reviewed how we report monthly on overall performance and key themes. The speed in which defects in new build homes are completed still needs to be improved, especially items identified at the end of defects inspections which can be protracted to resolve, once the developer is no longer on site.

A recent stock acquisition has highlighted some areas where changes can be made to future acquisitions. The complaints taskforce has been working with the sales team on ways to standardise the process and hopefully reduce complaints.

## 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 97% 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

**4,440 customers contacted our management providers by phone or online during Q2.**

*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.

# Tenant Satisfaction

Our first year of reporting the tenant satisfaction measures completed at the end of March 2024 and we have now published the results online.

**792 of our customers took part in the survey between April 2023 and March 2024.** If you took part in the survey, may we thank you for your time and feedback. You can find more information here:

[More information](#)



## 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.

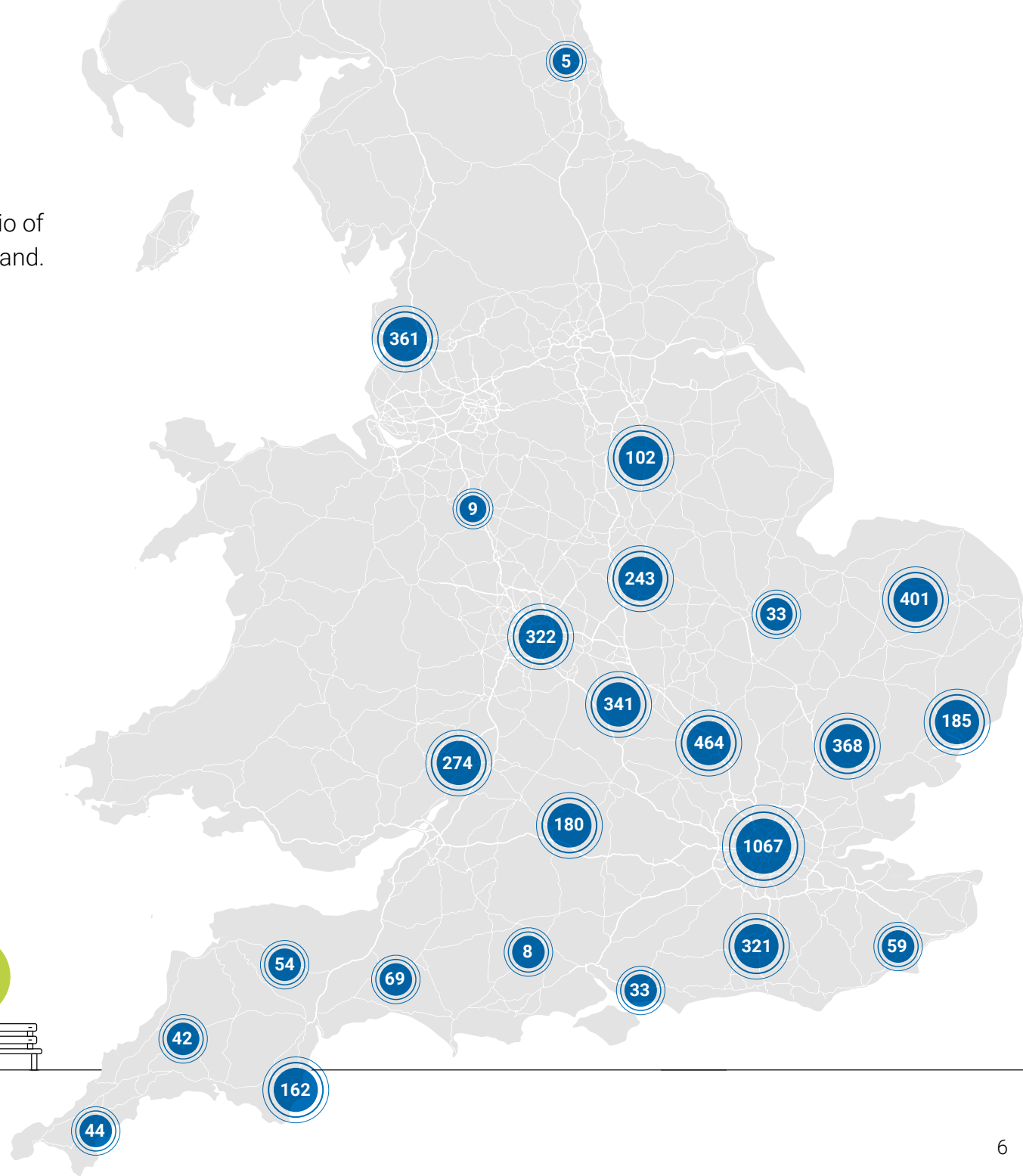
# Our Portfolio

During Q2 we added another 311 homes to our portfolio of homes. We have now delivered over 5,147 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.

 **2,527**  
Rented properties

 **2,620**  
Shared ownership properties



# News

## Service with Respect

In 2022, Legal & General Affordable Homes signed up to support the Institute of Customer Service (ICS) **Service with Respect** campaign. Over 260 organisations have also pledged their support to the cause. The campaign aims to tackle the issue of abuse against front line service staff.

All our colleagues have regular training on how to protect themselves in difficult situations and we also have an **Unacceptable Behaviour** policy which shows the action we will take to protect colleagues who find themselves subject to this behaviour.

We are fortunate that most of our customers want to build trusting and respectful relationships with us, so we can work together to continually improve our services.



## 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.