

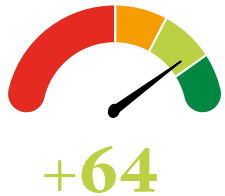
# Customer Performance Report

This quarterly document tracks the delivery of our key services.

**Q3 - June to September 2024**

# Overall satisfaction

We believe staying connected with our customers throughout their time with us is essential to understanding their experience living in our homes. This feedback helps us identify areas where we excel and where we can improve. Below are the overall scores from four of our key surveys.



## New Move-Ins

After customers move into their new home, we ask if they would recommend Legal & General Affordable Homes based on their recent experience.

This is a positive response, surpassing our target. Customers often mention how welcoming the move-in process is, the support they receive from our team, and their excitement to settle into their new home. We are committed to continuously improving the quality and finishing of our homes to ensure that any issues are resolved before customers move in.



## Existing customers

Launched in 2023, this survey asks customers if they would recommend Legal & General Affordable Homes after living in their home for a year.

Some feedback suggests that improvements could be made to the upkeep of communal areas, and we are working closely with our partners to address this. Overall, it's encouraging to see that, one year on, customers are still happy with the quality of their home and continue to enjoy living there.



## Repairs

In Quarter 3, 67% of our customers reported being satisfied with the repair service they received during their first year of living in their home.

This is a decrease from the previous quarter, and upon further review, we found that the drop in satisfaction is linked to a lack of updates and communication after a repair is reported. We have shared this feedback with our management providers and are working to address these issues as a priority for improvement.

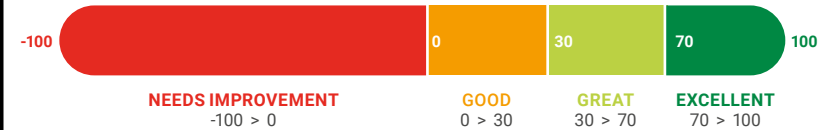


## Complaints

36% of our customers said they were satisfied or very satisfied with how well their complaints were handled..

This marks a decline compared to last quarter, which is disappointing given the significant efforts we have made to improve our complaint-handling process. Customers have highlighted concerns about communication and response delays, and we're actively collaborating with our Management Providers to address these issues.

## What is NPS?



The Net Promoter Score (NPS) measures customer willingness to recommend Legal & General Affordable Homes on a scale from 0 to 10.

The score ranges from -100 to +100.

Customers are categorized based on their responses:

Scores of 0 to 6 classify customers as "detractors."

Scores of 7 or 8 classify customers as "passive."

Scores of 9 or 10 classify customers as "promoters."

The overall NPS is calculated by subtracting the percentage of detractors (0-6) from the percentage of promoters (9-10).

## What is a CSAT?



The Customer Satisfaction (CSAT) score is calculated based on responses collected using a 1-5 scale.

Only customers who respond positively, by selecting either 4 or 5, are included in the reported score.

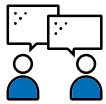
# Tenant Satisfaction Measures

The Regulator of Social Housing requires us to gather feedback from customers about their overall experience as Legal & General Affordable Homes customers. We conduct monthly tenant satisfaction surveys with all existing customers who moved into their homes before April 2024.

The survey consists of 12 questions, and we appreciate those who have already taken the time to complete it. Along with feedback from other customer channels, these surveys help us identify areas for service improvement and highlight specific aspects that require additional focus.



## Key outcomes of our TSM customers in Q3 show:



**76.4%** of customers are generally satisfied with the services we provide.



**81.3%** of customers say we provided them with a well-maintained home.



**53.5%** of customers are satisfied with how we listen to their views and take action accordingly.



**68.6%** of customers feel well-informed about matters that are important to them.



**77.4%** of customer agree that we treat them fairly and with respect.

These results highlight the need to improve our communication with customers, particularly in listening to and acting on their feedback. This feedback is invaluable, and we are actively working to enhance our communication channels. Efforts include improving our direct services, such as the My Brolly customer portal, as well as the services delivered by our Management Providers.

# Keeping you safe

We are dedicated to ensuring your safety at home through our network of Management Providers. A key aspect of this commitment is making sure that all homes and communal spaces have the necessary health and safety certifications in place.

## Compliance Performance

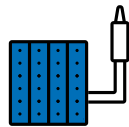
We conduct monthly compliance checks to ensure that all properties we own meet safety standards. The figures below reflect our performance from June to September 2024. For any areas where compliance fell below 100%, we have outlined the actions being taken to restore full compliance.

### **Electrical Safety** **100%**

All fixed electrical installations in our homes have a valid Electrical Installation Certificate (EIC), and all required servicing has been successfully completed.

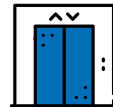
### **Water Hygiene** **100%**

We are pleased to report that all water hygiene checks scheduled for this quarter have been successfully completed. These checks are essential for detecting the presence of Legionella, a type of bacteria that can develop in stagnant water.



### **Gas Safety** **99.5%**

We are required to conduct gas servicing annually. While we faced challenges accessing some properties, we took additional steps to ensure all gas appliances were checked for safety. These measures included legal action when necessary, as completing these checks on time is critical for ensuring safety.



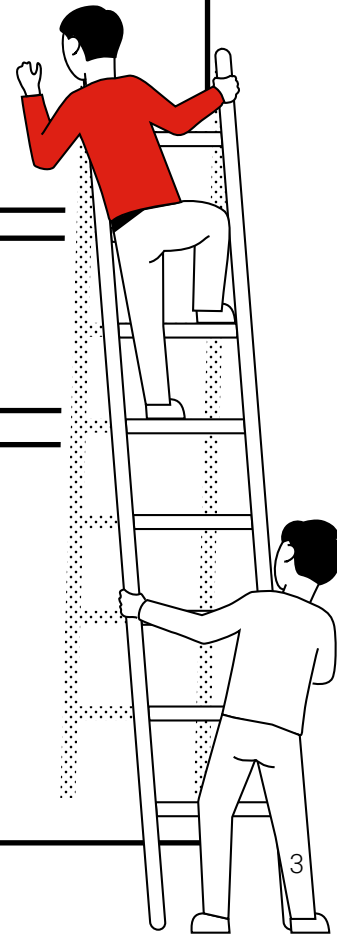
### **Lifts** **100%**

All lift inspections under our responsibility were successfully completed this quarter.



### **Damp & Mould** **28 new cases were received this quarter**

We closely monitor all damp and mould cases, including those reported directly to our Management Providers. While the number of cases has decreased slightly compared to previous months, we are aware that issues may increase as we move into winter. To help prevent damp and mould, it is essential for customers to ventilate their homes effectively, especially when drying clothes indoors, as this can significantly increase moisture levels in the air.



# Key Landlord Services Performance (June – September 2024)

This performance summary reflects our commitment to transparency and continuous improvement across all services. If you have any questions or need further information, please contact your Management Provider.

## Complaints

**Over the past three months, we received 95 new Stage 1 complaints, of which 20 were escalated to Stage 2. Additionally, we received one Housing Ombudsman Service request, which was responded to within the required timescales and is currently under investigation.**

### Response Times:

**Stage 1 complaints:** Average response time was 18 days, exceeding our target of 10 working days due to the complexity of some cases requiring additional time for investigation.

**Stage 2 complaints:** Met the target response time of 20 working days.

### Top Complaint Category:

**Repairs and property-related issues** remain the highest category of complaints. A key factor is the lack of updates and communication regarding repairs. We are addressing this with our partners to implement improvements.

## Repairs

**Between June and September, performance in repairs is as follows:**

### Routine Repairs:

- 74% completed within the target timeframe of 28 days.
- Average time to complete a repair: 25 days.
- Delays were primarily caused by complex issues like window and door replacements and determining responsibility for repairs under developer or manufacturer warranties.

### Emergency Repairs:

- 98% completed within 24 hours.
- Two emergency repairs exceeded 24 hours (due to roofing issues) but were resolved within 48 hours.
- Average time to complete an emergency repair: 13 hours.

## Rent Collection

### Collection Rate:

Rent collection between June and September was 98%. The migration of customers to the My Brolly platform impacted this as some customers experienced changes to their Direct Debit or adopted new payment methods.

### Support Available:

Our Management Providers are actively assisting customers during this transition.

### Payment Options:

Direct Debit remains the easiest and quickest method to pay rent and service charges. Customers can set up Direct Debit through the My Brolly platform (if accessible) or by contacting their Management Provider for assistance.

## Housing Management

**Anti-Social Behaviour (ASB):** Since April 2024: 152 ASB cases have been reported. The average time to close a case is 34 days. Noise nuisance accounts for a growing number of cases.

**Customer Feedback:** 48% of customers were satisfied or very satisfied with how ASB cases were handled in their neighborhood.

**Guidance on Noise Issues:** If safe, speak directly to neighbors causing noise to address the issue. This can build relationships and lead to quicker resolutions. Everyday noises, such as a baby crying or a washing machine running, are not treated as ASB.

**Tenancy Fraud:** Three tenancy fraud cases have been reported since April 2024. One property has been returned to Management Providers, and two cases are under investigation.

**Reminder for Shared Owners:** Sub-letting your property is a breach of your lease agreement. If you need to sublet, contact your Management Provider to discuss your options.

# Our Portfolio

We had fewer handovers during Q3, with 125 total properties completed, nearly half of which were in the Midlands region. This brings our total number of homes to 5,272 across England.

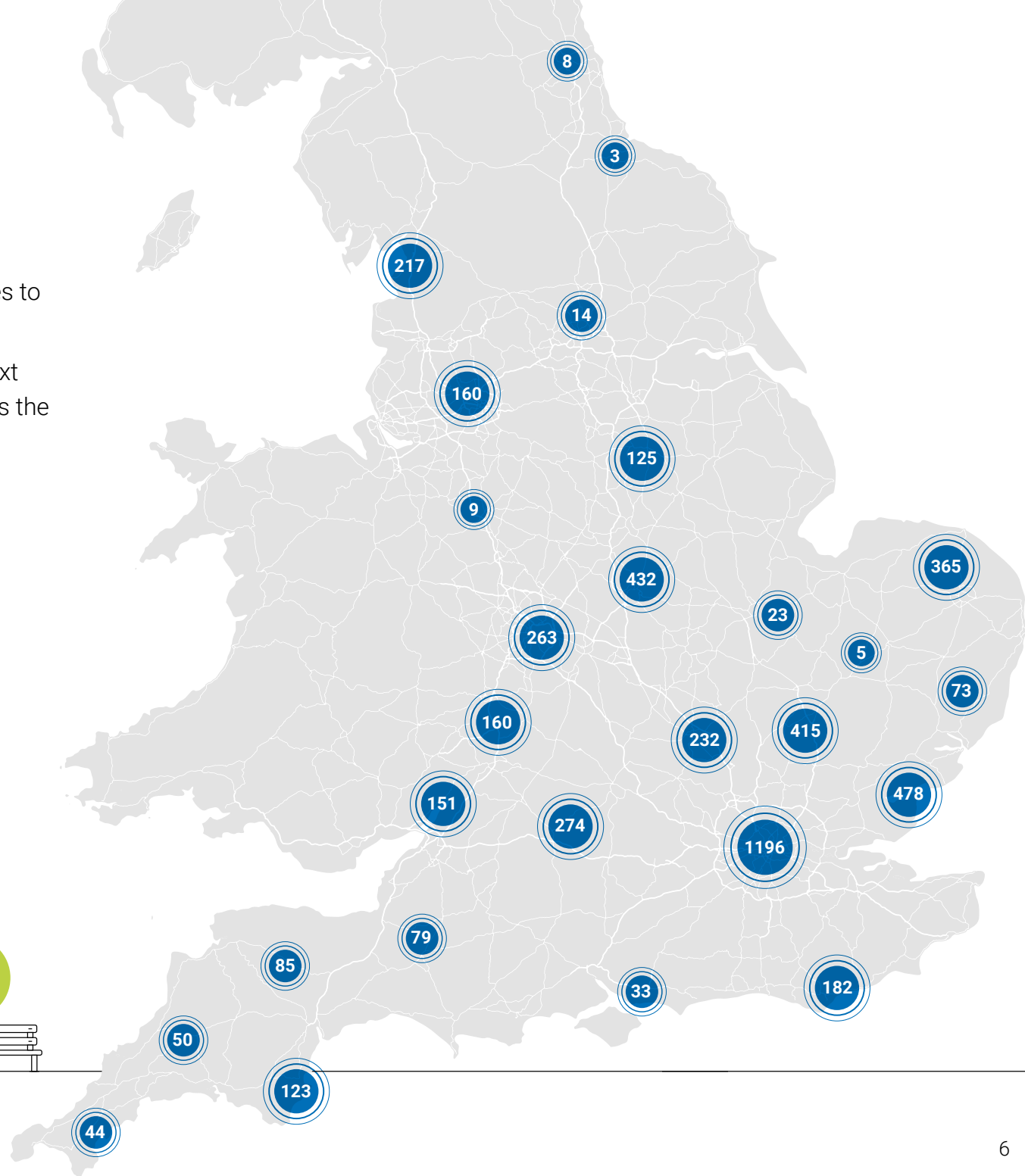
We have some large schemes to complete over the next three months and into early 2025. This is mainly across the Midlands and South East regions.



**2,652**  
Rented properties



**2,620**  
Shared ownership properties



# News

This quarter, we have made significant progress in rolling out **My Brolly**, our customer platform that allows users to instantly report repairs, make payments, set up direct debits, raise general inquiries, and view their account details. My Brolly is now available to 60% of our customers, and we are on track to complete the rollout by the first half of 2025.

In addition, we have been **reviewing and renewing contracts** with our Management Providers. After five years of working with our provider network, we are now discussing our approach for the next five years. As part of this process, we have streamlined our network of providers to ensure a more focused approach to delivering great service nationwide.

While this means some customers may now have a new Management Provider, we remain fully committed to maintaining high-quality service for all customers across the country.



In July 2024, we introduced a new **inspection program** through our Customer Care Team. As part of this initiative, we are visiting schemes across the country to assess how well our neighborhoods are being maintained. This program was launched in response to customer feedback, which indicated that only 65.5% of customers felt their communal areas were clean and well-maintained. We believe we can improve on this and are working closely with those responsible for maintaining communal spaces to address any concerns identified during these inspections.

As we enter the **winter months**, we encourage all customers to prepare for the colder weather. Please check that your heating systems are functioning properly before temperatures drop, and report any issues promptly.

Additionally, it's important to **keep your home well-ventilated**, especially when drying clothes indoors, as this can increase moisture levels and lead to dampness or condensation. If you are struggling with energy costs, please contact your Management Provider, who can direct you to organizations and resources that offer advice and support.



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