

Customer Performance Report

This quarterly document tracks the delivery of our key services.

Q4 - October to December 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.



+66

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 was our final score across 2024. This is a really positive score for us, and shows the positive impact our onboarding experience has on customers. Feedback specifically calls out the quality of our homes, the ability to move straight in and the friendly approach of staff.



+26

Existing customers

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

This was our final score for 2024 and it is positive to see that overall, many customers are happy with the services provided. However there are some improvements to make. Communal areas continue to be an important area, as well as quicker communication and resolution to queries raised.



Repairs

For 2024, 63% of our customers reported being satisfied with the repair service they received during their first year of living in their home.

We did see a decline in repair satisfaction in Q4, and this linked to the time taken to resolve a repair. Our overall Tenant Satisfaction Measure repair satisfaction was 67% for the same period and further work is being progressed to address this, with further detail provided later in this report.

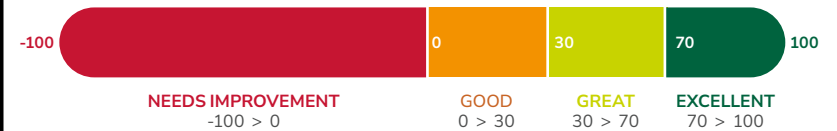


Complaints

34% of our customers said they were satisfied or very satisfied with how well their complaints were handled..

This was our overall 2024 score, and towards the end of the year, our satisfaction with complaint handling did decline. We've been doing a lot of work to improve our complaints process, including reviewing the quality of complaint responses. Further work is needed, and this will be an area of focus into 2025.

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:

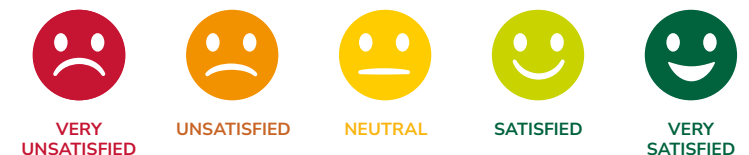
Scores of 0 to 6 classify customers as "detractors."

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.

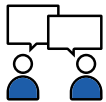
Tenant Satisfaction Measures

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 Q4 show:



67.9% of customers are generally satisfied with the services we provide.



79.5% of customers say we provided them with a well-maintained home.



56.1% of customers are satisfied with how we listen to their views and take action accordingly.



68.3% of customers feel well-informed about matters that are important to them.



81.0% of customer agree that we treat them fairly and with respect.

In addition to these, we saw improvements to anti-social behaviour satisfaction but a decline in satisfaction with communal areas. We saw that some changes to the services we deliver had a negative impact on customers in Q4. Feedback shows getting hold of the right person at the right time is very important, so we are reviewing key areas of contact to ensure this is clearer for customers.

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.

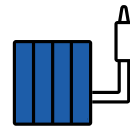
Compliance Performance

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



Fire Safety **87%**

Fire Risk Assessments (FRAs) are conducted on our buildings annually and review hazards within the communal areas i.e. corridors and staircases. Whilst the majority of FRAs were completed on time, we experienced delays receiving certificates from Managing Agents.



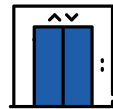
Gas Safety **99.1%**

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.



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.



Lifts

94.4%

The majority of overdue lift certification was from lifts where Managing Agents (who are not directly employed by us) were responsible for undertaking servicing. We've taken additional steps to ensure we receive assurance from Managing Agents in future and predict an increase in this percentage next quarter.



Water Hygiene **86.5%**

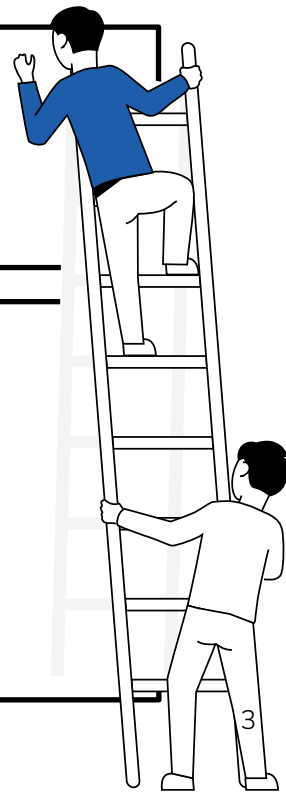
Similarly to lifts, all overdue certifications were from Managing Agents who are responsible for servicing the water systems available to our customers. Whilst these systems present a low risk for our customers, we've taken action to ensure we are provided with the necessary assurance they are being serviced correctly.



Damp & Mould

64 new cases were received this quarter

We have seen a significant jump in damp and mould cases this quarter. We did expect an increase, with colder weather and less ventilation in homes. We take all reports very seriously, and our aim is to inspect as soon as possible to understand how the problem can be resolved. We did see some trends within certain schemes, and we have been working close with Developers to get these matters addressed. It's important for customers to continue to ventilate their homes when they can, as moisture can build up when cooking and washing without windows open.



Key Landlord Services Performance (October - December 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 67 new Stage 1 complaints, of which 12 were escalated to Stage 2.

Response Times:

Stage 1 complaints: Average response time was 13 days, which is still above our 10 working day target, but a big improvement on response times across previous quarters.

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 October and December, performance in repairs is as follows:

Routine Repairs:

- 64.3% completed within the target timeframe of 28 days.
- Average time to complete a repair: 16 days.
- We experienced delays with some contractors confirming repair appointments, and this has been addressed through further contract reviews.

Emergency Repairs:

- 94% completed within 24 hours.
- Two emergency repairs exceeded 24 hours but were resolved within 48 hours.
- Average time to complete an emergency repair: 14 hours.

Rent Collection

Collection Rate:

Rent collection between October and December was 98%. Another wave of customers migrated to the My Brolly platform during the quarter which impacted customers as they navigated changes to Direct Debits and new payment methods. There was a decline in rent collection in December which is linked to the Christmas period.

Support Available:

Our Management Providers are actively assisting customers during this transition. If you have received an invite to log into My Brolly but haven't yet then please do. You can access a variety of services, including paying and managing your rent account, reporting a repair or raising a query with the team.

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): Between October to December, 65 ASB cases were reported. Some of these related to one overall issues, and we have seen an increase in noise nuisance issues over the period.

Customer Feedback: 51% of customers were satisfied or very satisfied with how ASB cases were handled in their neighborhood.

Tenancy Fraud: Three new tenancy fraud cases have been reported between October and December. Four cases are under investigation.

Reminder: You are responsible for the behaviour and actions of visitors and anyone living your home. It's important to ensure they don't cause issues which may impact your tenancy/lease conditions.

Our Portfolio

In Quarter 4 386 new homes were completed.

The majority of these were in the Midlands region.

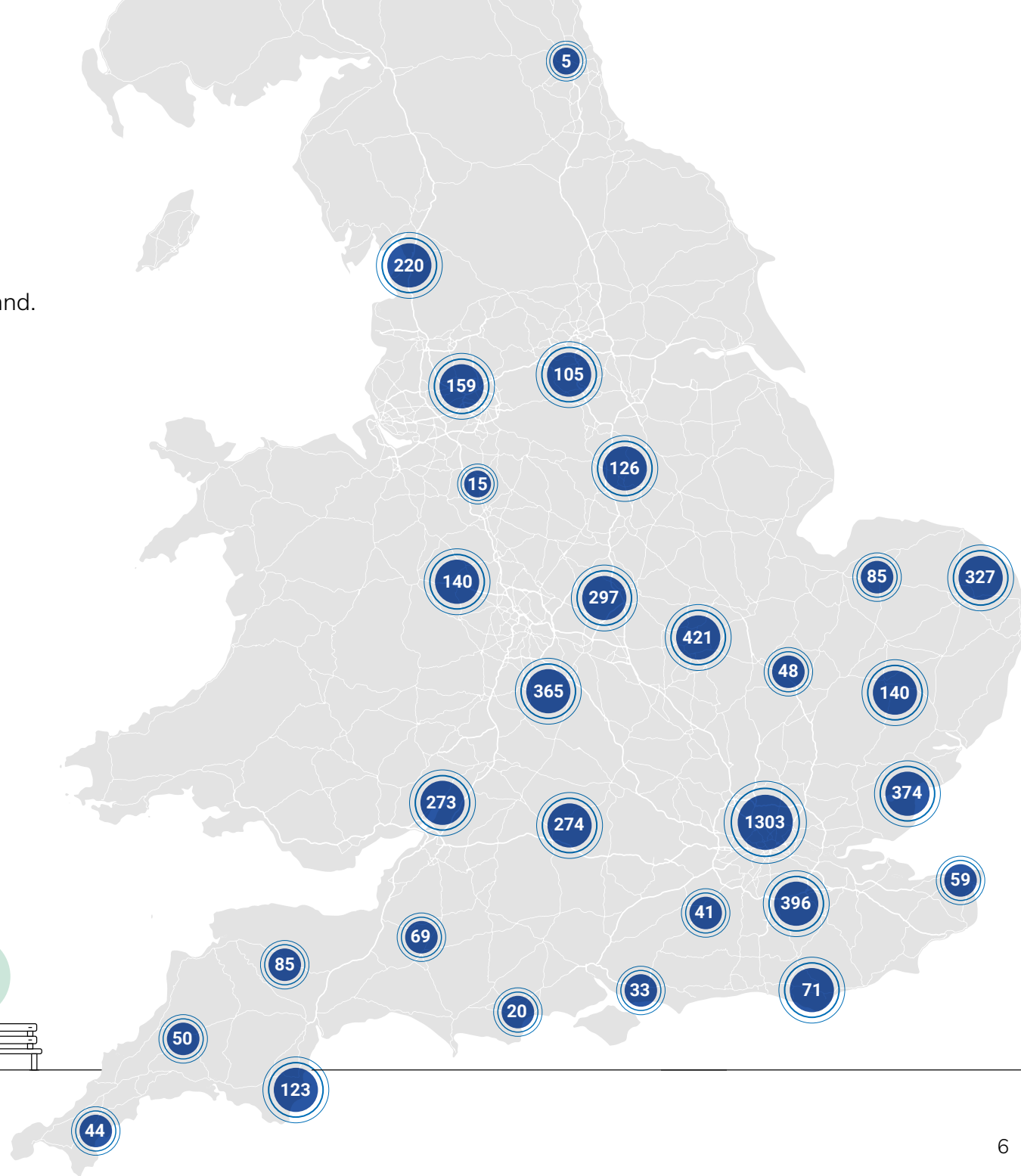
The total number of new homes is 5,658 across England.



2,833
Rented properties



2,825
Shared ownership properties



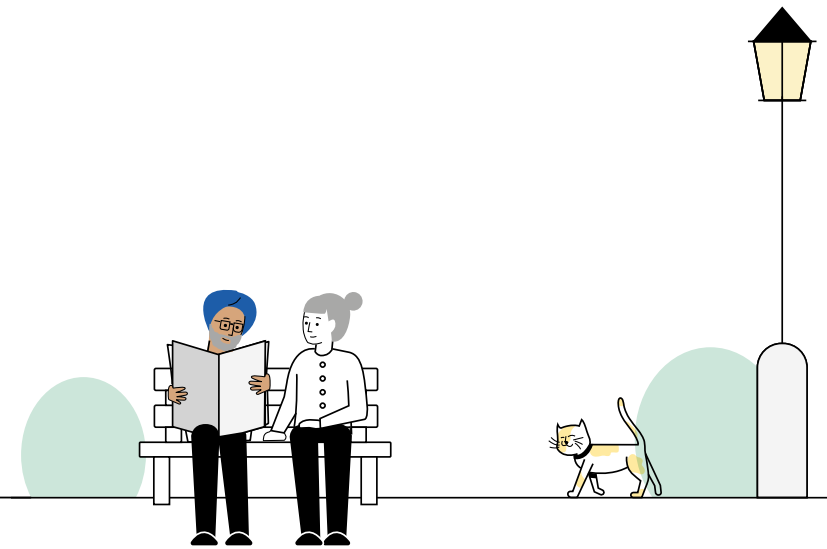
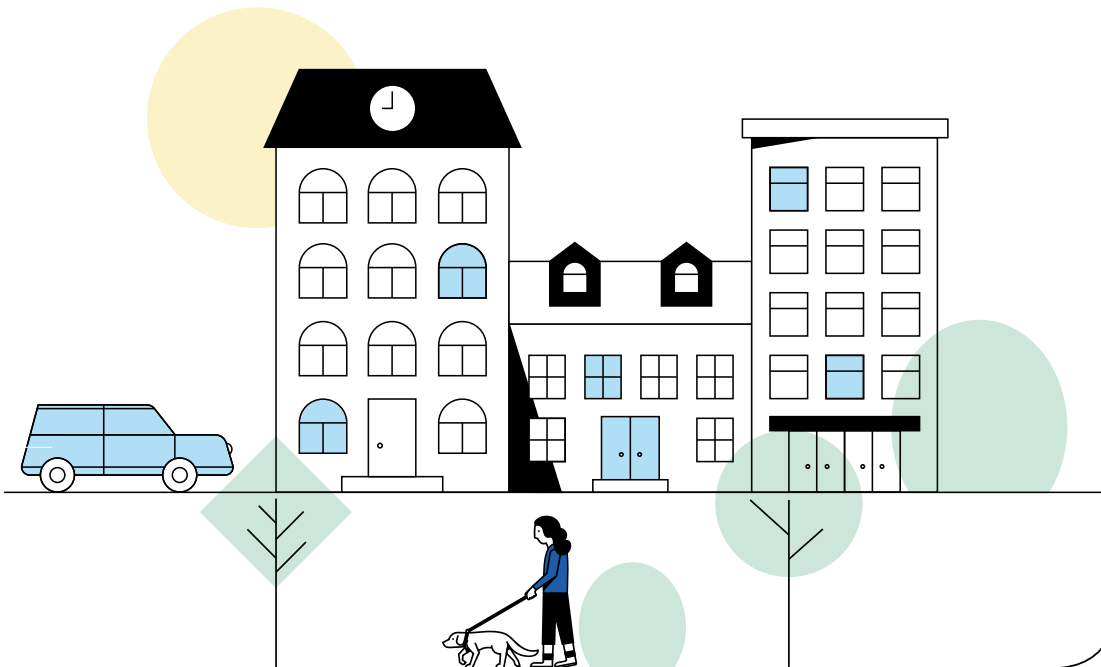
News

In Q4 we completed the **review of our contracts with our Management Providers**. This resulted in Raven Housing, Saxon Weald and Jigsaw leaving our partnership. We would like to thank them for their management over the past five years. Those customers who were previously managed by one of these providers have now moved to another provider.

In addition, as part of this change we have continued to roll out **My Brolly** and we now have over 65% of customers using the platform. This is a great result, and we continue to develop out this platform to enable customers to get information and raise queries quickly and easily.

This quarter we are also completing our annual Institute of **Customer Service survey**, which asks all customers for feedback on key services we deliver. We also gather more insight into what are the most important factors of service delivery which we need to focus going forward.

The Institute of Customer Service use a company called TLF to complete online and phone surveys. If you are contacted by a company called TLF, we would be grateful if you would take the time to provide feedback.



Across this period, we have been focussing on our **complaints process** to ensure it's easy for customers to raise a problem, and our services are focussed on quick resolution and better engagement. Through our Case Management Team, we have been working with our Management Providers to ensure timescales are met for complaints and hopefully customers see an improvement to this services over the coming months.

During cold weather and over 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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