

Performance & Customer Service Update



Q1 April – June 2025



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Welcome

This report provides a clear and helpful update on how we're performing in the key areas that matter to you.

It highlights what you've told us through feedback, how we're continuing to engage with you, the improvements we're making, and the areas we'll be focusing on in the coming months.

We're committed to being transparent and keeping you informed about the services you receive and how we're working to make them better.

This report covers the period April to June 2025



Tenant Satisfaction Measures

Customer satisfaction

As part of our commitment to improving your experience, the Regulator of Social Housing asks us to gather feedback from our customers.

We carry out monthly satisfaction surveys with all customers to understand how well we are delivering services. The survey includes 12 short questions, and we truly appreciate everyone who has already taken the time to complete it.

Together with feedback we receive through other channels, your responses help us spot areas where we can improve and highlight what's working well. This means we can focus our efforts where they're needed most, to make your experience even better.

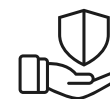
What you've shared with us



74.5%
Overall satisfaction



84.5%
Repair satisfaction



82.7%
Satisfaction that the home is safe



80.6%
We treat tenants fairly and with respect



80%
Satisfaction with the time taken to complete most recent repair



73.8%
Satisfaction that the home is well maintained



56.6%
Satisfaction that we listen to tenant views and acts upon them



22.7%
Satisfaction with our approach to handling complaints



71.1%
Satisfaction that we keep tenants informed about things that matter to them



75%
Satisfaction that we keep communal areas clean and well maintained



64.5%
Satisfaction that we make a positive contribution to neighbourhoods



50%
Satisfaction with our approach to handling anti-social behaviour

Tenant Satisfaction Measures

Customer satisfaction

How your responses are shaping our services

Here are some of the **key actions** we're taking in response to your feedback:

Neighbourhood Impact

To better understand how our homes and schemes are performing locally, we're introducing extra communal checks to help us see how things are looking on the ground.

Understanding our ASB approach

We have taken a deep-dive into our approach to tackling Anti-Social Behavior and how we can improve communication and updates to customers.

Providing regular updates on how we're using customer feedback

to learn and improve, through a new monthly newsletter for customer panel members.

Started a complaints improvement project

Our satisfaction is low and we want to address this through understanding what we need to change to reduce service failures.

Quicker communication

You've told us we need to improve how we communicate. We're working on faster response times and clearer updates through My Brolly.

Speaking to customers who have been unhappy with the repairs service

to better understand where things are going wrong, and how to fix ongoing service issues.

Tenant Satisfaction Measures

Our performance in key service areas

As part of our commitment to transparency, we collect and share key information about how we're performing as your landlord. This helps you better understand the services we provide and gives you the opportunity to hold us to account.

We welcome your thoughts—your feedback helps us improve. If you have any reflections or would like to discuss these results in more detail, please get in touch at customerexperience@landgah.com.

How we're responding to your feedback

Complaints

We've been working to improve our processes to ensure our complaints responses stay within target, regardless of the volume of complaints being received.

Supporting our partners from start to finish by overseeing the whole complaints process and carrying regular reviews and quality checks has meant a smoother, more consistent complaints journey for our customers.

Complaints

19.2

Stage 1 complaints received per 1,000 homes.

5.9

Stage 2 complaints received per 1,000 homes.

96%

Stage 1 complaints responded to within set Housing Ombudsman Service timescales.

89.7%

Stage 2 complaints responded to within set Housing Ombudsman Service timescales.



Antisocial Behaviour

18.3

Anti-social behaviour cases
(per 1,000 homes)

1

Anti-social behaviour case that involved
hate incidents (per 1,000 homes)



Tenant Satisfaction Measures

Our performance in key service areas

How are we responding to your feedback?

Repairs

We're developing an action plan of improvement for repairs and maintenance based on any gaps identified in our service verses good practice, legislation, law and customer feedback. This will include an education peice internally, and engagement with our partners around what our expectations of the service is.

We'll also look at minimum levels of acceptable performance and specific actions that our partners may need to focus on.

Repairs

92.1%

Emergency repairs completed within target timescale

84.6%

Non-emergency repairs completed within target timescale

Your Safety

0%

Homes that do not meet the Decent Homes Standard

99.7%

Gas safety checks

100%

Fire safety checks

100%

Asbestos safety checks

96%

Water safety checks

82.5%

Lift safety checks

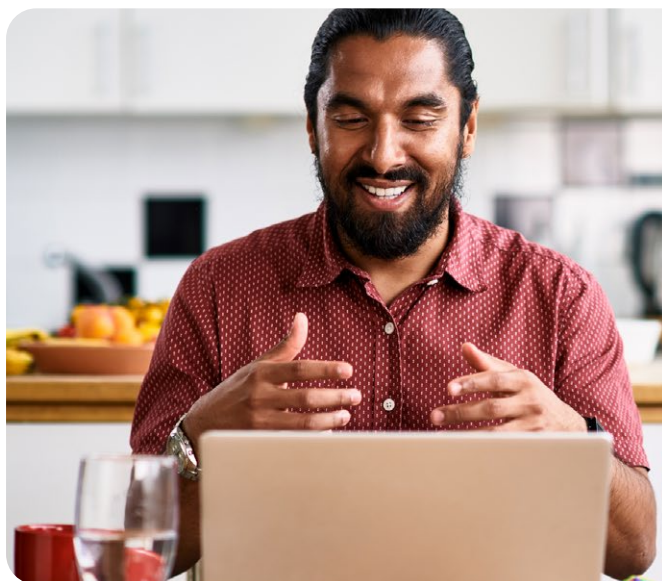
Customer engagement

Working with our residents to improve services

Here at L&G, your voice matters. We're growing our resident engagement programme to ensure customers are at the heart of our decision making.

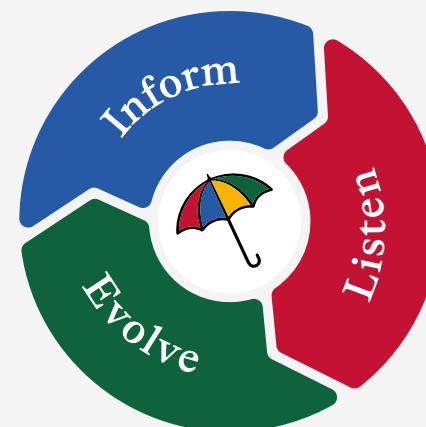
Customers can join our 'customer panel', who we contact for thoughts, ideas, feedback and opinions on aspects of our product and services which we may be reviewing, or that you feel need improving. Our model is all about informing, listening and evolving.

Ways to get involved include reviewing L&G communications and policies, taking part in user-testing or one-off focus groups, providing feedback through short surveys, or having more of a say in how services are delivered in local communities. Customers can get involved as much or as little as you like, mostly from the comfort their own homes.



**This quarter,
32 customers
have taken part in
9 activities including:**

- Policy reviews
- Focus Groups
- Customer scrutiny meetings
- Telephone calls



Inform

Providing you with information about the services you receive, the standards to expect, and our performance.

Listen

Ensuring you have the opportunity to provide feedback on an ongoing basis, to inform how we are doing and where we need to improve.

Evolve

Using your feedback, experiences and ideas to enhance the services you receive, leading to an overall better experience.



Customer engagement

Customers who took part in these activities in Q1 have contributed to the following **key improvements** to services:

Improvements to our vulnerable customer policy

ensuring digital inclusion is an area of focus.

A new project to improve our website

and the information available to our customers.

A new customer guide on how to set up and manage a residents' association.

Improvements to the language and definitions

within our defect management policy.

A clearer, more inviting request for customers

to fill out a satisfaction survey following the closure of a complaint, with improvements to the survey itself to help us learn and improve the things that matter.

Extra clarity on our pet requesting process

within our pet policy.



Customer engagement

Customer Voice

Customer Voice, our new customer scrutiny panel, currently has 12 members.

Their role is to scrutinise performance, carry out deep-dives into service areas, make recommendations for improvement and oversee our resident engagement programme of activity. The panel hold us to account and ensure we're making decisions with the customer at the forefront.

Meeting quarterly, the panel provides structured challenge and insight into service delivery. Their current focus is on reviewing key service areas, and the panel feeds into the L&G Risk & Audit Committee to strengthen governance and oversight. We still have 3 vacancies on our Customer Voice panel, and would love to speak to interested customers.

If you're interested in getting involved or finding out more about what customers have been achieving, just complete the enquiry form on our website:

Volunteer - L&G



An update on our services

There have been some key areas of focus for us over the past three months, and this page provides an update on what we've been working on.

Management Providers



One of our providers, Great Places have successfully transitioned into our housing management system called My Brolly.

This means they are delivering key services to our customer through this platform, and customers have been invited to register with My Brolly where they can check their rent balances, raise repairs and any general queries.

Annual Reporting



We've been improving the way we report on performance, particularly regarding customer satisfaction.

Also we have published our Annual Complaints & Service Improvement Report and shortly our Annual Customer Report will be on our website.

[View Reports](#)

Complaints



As well as overseeing the whole complaints process from start to finish, we've been speaking to our customers about their experiences and our policy.

We're making improvements to the information available on our website, and making it easier for customers to make a complaint when something hasn't gone the way it should have.

What we're focusing on next

Thanks to your feedback and a review of how we've performed over the past three months, we've identified some important areas where we can do better.

Below, we've outlined the key priorities we're working on to improve the services you receive.

My Brolly



We're making some improvements to the system to ensure that charges are correct for customers moving in and out of their homes, payment plans are precise, and any annual rent changes are smooth.

Damp & Mould



Customers have been working with us to improve our damp, mould and condensation policy, and will soon be telling us what communications, resources and advice they'd like us to provide for the customers who need it.

Awaab's Law will be coming into effect in October 2025, and it's important to ensure we respond to and manage damp and mould in the best way we can.

Our Website



We want to ensure that we're keeping customers informed about the things that matter, so our website is being improved to include more information on topics like repairs, health & safety, rent & service charge, and support & wellbeing.

In the next couple of months, we'll be asking customers to test these improvements before enhancing the website further to meet the needs of our customers.

Our management providers

Flagship Housing Limited

31 King Street,
Norwich
Norfolk
NR1 1PD

Coastline Housing Ltd

Coastline House
4 Barncoose Gateway Park
Pool
Redruth TR15 3RQ

Pinnacle Group

8th Floor, Holborn Tower
137-144 High Holborn
London
WC1V 6P

Great Places Housing Group

2a Derwent Avenue.
Manchester
M21 7QP

Southern Housing Group

59-61 Clerkenwell Road
London
EC1M 5LA

Chelmer Housing Partnership (CHP)

Myriad House, 33 Springfield Avenue
Lyons Approach
Springfield
Chelmsford
CM5 5LB

Legal & General Affordable Homes Registered Providers

Legal & General Affordable Homes Limited

Company Number: 1223470
RSH Registered Number: 5062

Legal & General Affordable Homes (Capital) Limited

Company Number: 13230922
RSH Registered Number: 5147

Legal & General Affordable Homes (AR) LLP

Company Number: OC435745
RSH Registered Number: 5149

Legal & General Affordable Homes (Development 3) Limited

Company Number: 13230947
RSH Registered Number: 5146

Legal & General Affordable Homes (Investment 1) Limited

Company Number: 15241334
RSH Registered Number: 5210

Legal & General Affordable Homes (Investment 3) Limited

Company Number: 15241195
RSH Registered Number: 5208

Registered office:

One Coleman Street, London EC2R 5AA

