

Performance & Customer Service Update



Q2 July – September 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 July to September 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.

[Find out more](#)

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.

This quarter, overall satisfaction has dipped slightly. You told us that repair completion times and the condition of communal areas need improvement. These will be our key priorities next quarter, including targeted reviews where repair satisfaction dropped most and extra checks in poorly rated communal spaces.

Encouragingly, satisfaction with well-maintained homes improved, and complaint handling scores rose by 15%. Complaints have been a major focus over the past three months, and faster response times are driving this improvement.

What you've shared with us



70.1%

Overall satisfaction



72%

Repair satisfaction



84.7%

Satisfaction that the home is safe



78%

We treat tenants fairly and with respect



72.3%

Satisfaction with the time taken to complete most recent repair



79.4%

Satisfaction that the home is well maintained



54.8%

Satisfaction that we listen to tenant views and acts upon them



37.6%

Satisfaction with our approach to handling complaints



69.6%

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



62.8%

Satisfaction that we keep communal areas clean and well maintained



62.2%

Satisfaction that we make a positive contribution to neighbourhoods



49.5%

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:

A deep-dive into our repair satisfaction to understand where we can improve.

Carrying out additional assurance checks to your communal areas to ensure issues are fixed quickly and efficiently.

Supporting customer-led deep dives into the services that are important, working with our Customer Voice Panel.

Contacting dissatisfied customers to learn more about their experiences, how we can put things right and learn.

To increase our contribution within neighbourhoods, introducing community events to help bring people together.

Introducing a customer news page on our website, keeping you informed about the things that you've told us matter.

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.

How we're responding to your feedback

Complaints

We've been working hard to improve our response times, alongside maintaining a focus on resolving service failures. Over the past quarter we have been working closely with our partners on reviewing complaints, and making the process easier for customers.

Anti-social Behaviour

We've recently completed a review on how our management partners oversee reports of anti-social behaviour, ensuring reporters receive the right level of support. Noise nuisance remains the most reported issue, mainly linked to apartment blocks.

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.

Complaints

29.5

Stage 1 complaints received per 1,000 homes.

5.5

Stage 2 complaints received per 1,000 homes.

97%

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

98%

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



Antisocial Behaviour

19.8

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 we're responding to your feedback

Repairs

We know how important timely repairs are for your comfort and safety. Our emergency repair response times are currently below target, and we're working closely with two of our management partners who have recently introduced new systems to improve this.

For non-emergency repairs, we're reviewing areas where targets haven't been met and agreeing clear actions to make things better.

Your Home & Safety

We're pleased to report positive performance in most areas. Lift safety checks remain a key focus. In some schemes, lifts are managed by third parties, and we're waiting for confirmation that checks have been completed. This is a priority for us, and we're following up to ensure everything is in place.

The same applies to water safety checks, where we're awaiting confirmation from third-party providers. We're actively chasing these updates to make sure your home remains safe.

Repairs

77%

Emergency repairs completed within target timescale

81.3%

Non-emergency repairs completed within target timescale

Your Safety

0%

Homes that do not meet the Decent Homes Standard

100%

Gas safety checks

98%

Fire safety checks

100%

Asbestos safety checks

88%

Water safety checks

89%

Lift safety checks

Customer engagement

Working with our residents to improve services

We invite customers to join our **Customer Panel**, where you can share your thoughts, ideas, feedback and opinions on our homes and services. This helps us understand what works well and what needs improvement.

Our approach is simple: inform, listen, and evolve, because your input shapes the way we deliver and improve our services.

You can get involved as much or as little as you like, mostly from the comfort your own home, and we keep an updated list of upcoming opportunities on our website:

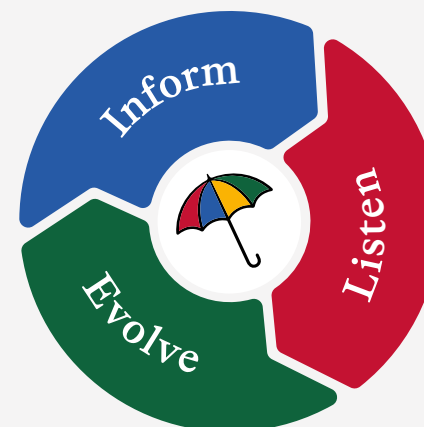
[Find out more](#)

This quarter, 43 customers have taken part in 12 activities including:

- Policy reviews – Vulnerable customer policy, damp, mould & condensation policy, customer recharge policy, service charges policies
- Customer Voice Panel meetings - See page 10 for more information
- We held a discussion group on how we set rents and assess affordability
- Giving us feedback on processes from home - Setting up and changing direct debits on My Brolly
- Telling us more about your experiences - Raising repairs on My Brolly
- A session with our board members to ensure we're listening and acting on your feedback at all levels.



Our model for engagement



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 Quarter 2 have contributed to the following **key improvements** to services:

Improvements to our vulnerable customer policy

with more information on how we use this information to adapt our services for customers

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

[Find out more](#)

Improvements to customer satisfaction

with complaints handling
(a rise of 14.9% since last quarter)

Introducing a simpler process for managing direct debit payments in My Brolly, our customer portal

Improved clarity and definitions in our Customer Recharge Policy

A better understanding of how rent setting processes can affect our customers

and improved information on financial support resources

[Find out more](#)



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. The group are currently carrying out a review of Damp & Mould, and will publish their report in December 2025, making key recommendations for improvement. 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 rental 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:

[Get involved - 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.

My Brolly



We've been making some key improvements to My Brolly, our customer platform, to make your experience as seamless as possible.

In a recent survey, customers told us:

"Everything is user-friendly, clear and straight forward."

"Easy access to my payments and status."

"The system is easy to use."

"I like having all my information in one place."

We know there's plenty still to improve, and we're using customer feedback to work on aspects such as reporting repairs and quicker response times.

Community events



In August 2025, we held a welcome event for the new customers of Perry Barr, Birmingham, together with partners Pinnacle and Birmingham City Council.

Over 160 residents attended the event and were happy to meet local organisations, chat to fellow residents and find out more about the services on offer. We'll be holding more of these events in our communities.

"It was good, my kids loved it!"

"I'd like to start a community litter picking group."

"I'd be happy to see more community events and activities."

Complaints



We delved into some complaints and spoke to customers who had recently had a complaint closed to better understand where we need to improve.

Customers told us that we need improved information on our website and a clearer, more visual process.

We've now included this on our complaints page:

[Find out more](#)

What we're focusing on next quarter

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.

Service Charges



We're working to make sure charges are clear, accurate and reflect the services our customers have been receiving.

Damp & Mould



We'll be adding more information on our website to make sure customers are aware of how to prevent, manage and report condensation and damp & mould. There'll also be a video and plenty of images to help.

Improving our information



You may have recently received a survey asking you some questions about diversity and inclusion.

This will help us to better tailor our services to your individual needs, such as the way we communicate or the way certain services are delivered to you.

If you haven't yet taken part, you can find out more here:

[Find out more](#)

Delivering services



We're choosing a new partner to help deliver day to day services to our customers, with the support of one of our Customer Voice Panel members.

Involving customers in this process helps us to ensure we're always considering the things that matter when making decisions.



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

