

Performance & Customer Service Update



Q3 October - December 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
October - December 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.

Overall satisfaction with the repairs service and the time taken to complete repair has dipped slightly this quarter, so we're working on a repairs improvement plan to improve the service as a whole. We're looking at ways to make a repair a more customer focused and informed journey, from start to finish. We're also working to improve the information on our website, introducing a new page dedicated to damp and mould, with a video

explaining how to spot the signs and report any issues early. We know that satisfaction with complaints is also lower than it should be, so we are working more closely with our Management Providers to learn from complaints and how to resolve concerns more quickly.

Encouragingly, satisfaction with areas like keeping you informed, treating you with respect and listening and acting on your views have all substantially increased this quarter. Satisfaction with making a positive contribution to your neighbourhood has risen by over 10%, and customers are much happier with the maintenance of communal areas and the management of antisocial behaviour.

What you've shared with us



68.6%

Overall satisfaction



69.5%

Repair satisfaction



64.3%

Satisfaction with the time taken to complete most recent repair



76.8%

Satisfaction that the home is well maintained



79.3%

Satisfaction that the home is safe



82.9%

We treat tenants fairly and with respect



58.3%

Satisfaction that we listen to tenant views and acts upon them



76.3%

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



37.2%

Satisfaction with our approach to handling complaints



70.5%

Satisfaction that we keep communal areas clean and well maintained



73.1%

Satisfaction that we make a positive contribution to neighbourhoods



56.9%

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:

Sharing good news – you can now see the impact that customer engagement has had on our services.

Get involved

To improve how we're listening to your views and acting upon them, we're increasing our presence in the community through events and projects to enhance wellbeing and community cohesion, and to empower customers to make a difference in their local area.

Developing a repairs improvement plan.

Improving our website – new pages for damp & mould and health & safety.

Tailoring our services based on your individual needs and circumstances.



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.



Complaints

56

Stage 1 complaints received per 1,000 homes.

18

Stage 2 complaints received per 1,000 homes.

97%

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

65% within our own 10 day target.

99%

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

Antisocial Behaviour

11

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

0.1

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



Tenant Satisfaction Measures

Our performance in key service areas

Your home and safety

0%

Homes that do not meet the Decent Homes Standard

83%

Non-emergency repairs completed within target timescale

84%

Emergency repairs completed within target timescale

100%

Gas safety checks

100%

Fire safety checks

100%

Asbestos safety checks

100%

Water safety checks

100%

Lift safety checks

What we're doing to improve our performance

Emergency repairs:

We are working very closely with our MPs to ensure that emergency repairs are attended to and completed within the target timescale of 24 hours. We are looking at the reporting methods our MPs use, as well as resource and contractor availability, meeting regularly with our MPs to discuss performance and address any issues as they arise.

Complaints

We're pleased to be meeting the Housing Ombudsman's timescales for responses, and will continue to focus on resolving concerns quickly for customers.

Customer engagement

Working with our residents to improve services

Here at Legal & General Affordable Homes, **your voice matters. Our customer engagement model is all about informing, listening and evolving.**

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.

You can get involved as much or as little as you like, mostly from the comfort your own home. We keep an updated list of upcoming opportunities on our website, and we've recently introduced a new page to tell you how your feedback has made a real impact.

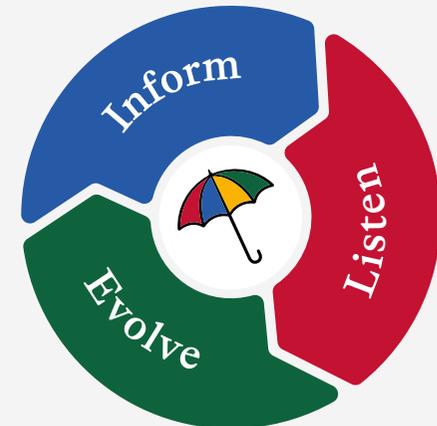
[Find out more](#)

This quarter, 25 customers took part in 9 activities including:

- Testing the new customer area of our website
- Customer Voice Panel meetings
- Talking to the regulator of social housing as part of our regulatory inspection
- Community resident meetings
- Taking a look at our new home user guides



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 Q3 have contributed to the following **key improvements** to services:

Improvements and additions to the customer area of our website,

like our new page dedicated to the impact of customer engagement

[Find out more](#)

A full action plan dedicated to improving our information and services around damp and mould,

following an in-depth review from our customer voice panel.

Helping us to plan projects and events in your local areas, focused on community cohesion and wellbeing.

Customer satisfaction with making a positive contribution to your neighbourhood as risen from 65% in October 2025, to 78% in December 2025.



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.

Having just completed their first review of damp & mould, the group are getting ready to look into service charges from March 2026. 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.

Improving our information



We've been collecting important information about our customers, to help ensure we can tailor our services to suit your needs.

Thank you to all customers who have completed our diversity and inclusion survey so far. You can find out more on our website:

[Find out more](#)

Community cohesion



We've been busy introducing events and initiatives in our communities, and can support customers who like to learn new skills, meet their neighbours and access local services.

Would you like to see more in your own local area? Contact us to tell us your ideas:

[Email us](#)

Enhancing your services



We've been working on a new offer for all customers: Neighbourhood, by L&G.

Neighbourhood offers a wealth of resources to help you and your immediate family stay happy and healthy, with perks like a virtual GP service, child mental health support and a digital gym, with hours of online classes, wellbeing content and nutrition advice.

Look out for more information coming soon, or ask your Management Provider for more details.



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.

Repairs



Improving the journey you go through from reporting a repair to its completion, using better technology and communication throughout.

Service charges



Our Customer Voice panel will be taking a deep-dive into service charges from March 2026.

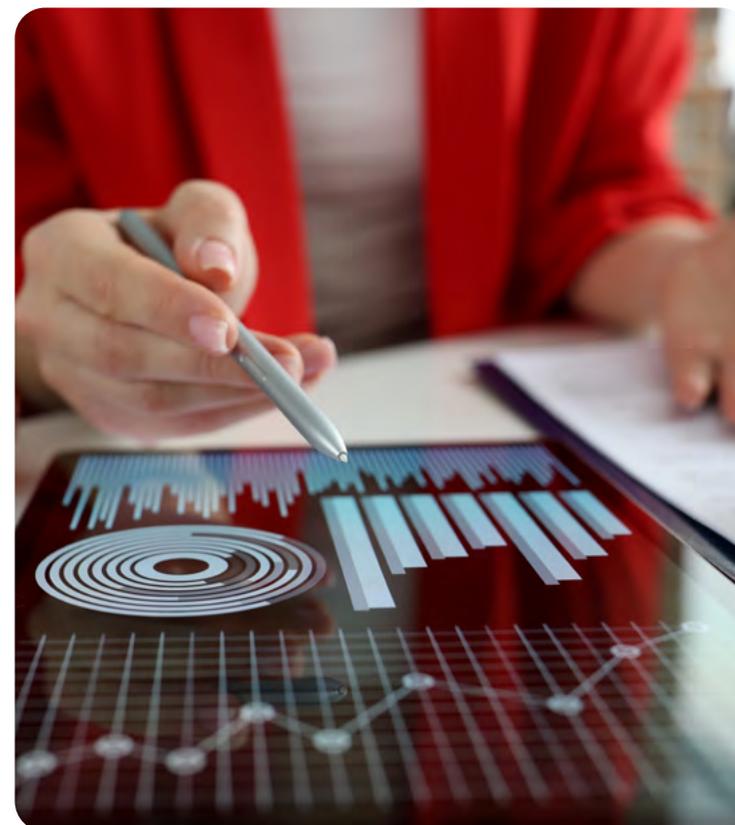
Mystery shopping



We're introducing a customer-led mystery shopping programme, to ensure customers have a say in testing and improving the services that matter.

We'll be starting with MyBrolly, and are offering up to £50 per mystery shop. If you're an L&G customer and interested, we'd love to hear from you:

[Join the programme](#)



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

