

# Performance & Customer Service Update



Q4 January - March 2026



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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 January – March 2026.



# 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.

Last quarter, satisfaction with the repairs service had fallen slightly, and we're pleased to report that this has now improved following improvements to the way we work with our management providers to ensure customers are receiving a better service. We also promised to introduce new information on our website dedicated to damp and mould, which is now available.

[Find out more](#)

Although satisfaction with complaints has improved as a whole since last year, this quarter we've seen a decrease, along with satisfaction that communal areas are clean and well maintained. This was linked to a few complex issues at specific schemes, which we are now addressing. We also recognise that some agreed actions were not resolved as they should have been. To improve this, we've introduced greater oversight to make sure actions are followed through properly. We're also improving our learning from complaints through a new learning forum, and have been working closely with our management providers to make use of the findings.

Encouragingly, satisfaction almost all other areas has increased this quarter, and we hope to report a similar result next time.

To ensure customers feel their home is safe, we're developing a new building safety resident engagement strategy, which will be published on our website. We're also in the final stages of creating a new health & safety hub on the website, which gives information to customers on areas such as balconies and lifts, fire, water, electrical and gas safety. The pages are currently being reviewed by members of our customer panel, and will be published in the next report.



# Tenant Satisfaction Measures

## Customer satisfaction

What you've shared with us



**76.5%**

(+7.9%)

Overall satisfaction



**75%**

(+5.5%)

Repair satisfaction



**66.2%**

(+1.9%)

Satisfaction with the time taken to complete most recent repair



**77.4%**

(+0.6)

Satisfaction that the home is well maintained



**78.6%**

(-0.7%)

Satisfaction that the home is safe



**84.0%**

(+1.1%)

We treat tenants fairly and with respect



**58.7%**

(+0.4%)

Satisfaction that we listen to tenant views and acts upon them



**78.6%**

(+2.3%)

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



**34.2%**

(-3%)

Satisfaction with our approach to handling complaints



**61.5%**

(-9.0%)

Satisfaction that we keep communal areas clean and well maintained



**73.2%**

(+0.1%)

Satisfaction that we make a positive contribution to neighbourhoods



**59.4%**

(+2.5%)

Satisfaction with our approach to handling anti-social behaviour



## 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](mailto:customerexperience@landgah.com).



### Complaints

# 15.4

Stage 1 complaints received per 1,000 homes.

# 7.0

Stage 2 complaints received per 1,000 homes.

# 98.3%

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

# 100%

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

### Antisocial Behaviour

# 9.82

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

# 0.13

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



## 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

77%

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

#### Reviewing how we deliver your services:

During this Quarter we've been working closely with Southern Housing as they exit their role as one of our Management Providers, with homes transferring to Pinnacle from 1 April 2026. Our priority has been to make this transition as smooth as possible for customers, keeping those affected informed and supported throughout.

#### Repairs

Repairs, including emergencies, are taking longer to resolve than we would expect. Some of this is due to delays in closing jobs on our system, but we're also seeing timescale issues with a small number of our Management Providers. We're working with them to address this and improve response times.

# 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.

[Find out more](#)

**This quarter, 37 customers took part in 13 activities supported by L&G, including:**

- Giving feedback on the possible introduction of multi-factor authentication for My Brolly
- Customer Voice Panel meeting
- Residents' Association meeting
- Video interviews to share their stories
- Policy reviews, including antisocial behaviour, domestic abuse, mutual exchange, good neighbour management and disabled adaptations.



## 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:

**Making our policies easier to read and more focussed on how we deliver your services,** with clearer definitions and better signposting to more information.

**The introduction of a Health & Safety hub on our website,** with information on gas, electrical, balcony, lift and water safety.

[Find out more](#)



# Customer engagement

## Customer Voice

**Customer Voice, our new customer scrutiny panel, currently has 11 members.**

Their role is to scrutinise performance, carry out deep-dives into service areas, make recommendations for improvement and oversee our resident engagement programme. The panel hold us to account and ensure we're making decisions with the customer at the forefront. The group are in the middle of a review of service charges and will share their recommendations for improvement in the next quarterly report.

The panel feeds into the L&G Risk & Audit Committee to strengthen governance and oversight. We still have vacancies on our Customer Voice panel, and would love to speak to interested rental customers in particular. Free training and development opportunities mean you can develop your skills whilst making sure the voices of our customers are heard.

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.

## Introducing new benefits and support for customers, through Neighbourhood, by L&G



Neighbourhood, by L&G, is your digital home for the health and wellbeing services that come with being an L&G customer.

It offers a wealth of resources to help you and your immediate family stay healthy and happy. Benefit from a 24/7 virtual GP service, child mental health support and a confidential telephone helpline for on demand support, through to a digital gym, over 300 hours of wellbeing content and nutrition advice – plus much more!

[Find out more](#)

## Ensuring all customers have access to My Brolly, our customer platform



Over the past quarter, following a change in management provider for a large number of customers, we've been making sure everyone has access to My Brolly.

As an L&G customer, My Brolly is a safe, reliable and convenient way to manage every aspect of your home. Registering to use My Brolly will save you time when managing your rent account, reporting repairs, or asking a question about your home or tenancy. It will have everything to manage your home, all in one place. Over 5600 are now using My Brolly, and the number continues to rise.

## Highest rating received from the regulator of social housing



We're pleased to let you know that we received the highest possible rating from the regulator of social housing for governance, viability and consumer standards.

You can read more about what this means on our website:

[Find out more](#)



# 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.

## New Outreach service



We're launching a new outreach service to provide proactive support with employment opportunities and financial resilience, helping you to feel comfortable and confident in your home. This will be delivered alongside additional support offered by our Management Providers.

## Community events



As well as introducing funding for you to apply for to improve your local community, we're holding more events and drop-in sessions in your communities through summer 2026.

## Keeping neighbourhoods clean and well cared for.



We're focusing on improving the look and feel of our buildings and shared spaces by carrying out regular checks and fixing issues sooner, as we know this has a big impact on satisfaction and complaints.

This helps keep neighbourhoods clean, safe and pleasant, and prevents small problems from becoming bigger concerns.



# 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

