

Performance & Customer Service Update



Q1 April - June 2026



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Welcome

This report provides a clear and helpful update on how we're performing in the areas that matter most 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 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 regular satisfaction surveys to understand how well we're delivering services. Your feedback helps us identify what's working well and where we need to improve, so that we can focus our efforts on the things that matter most to you.

[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 – Key results for April to June 2026



75%

(-1.5%)

Overall satisfaction



79%

(+4%)

Repair satisfaction



71%

(+4.8%)

Satisfaction with time taken for repairs



82%

(+4.6)

Satisfaction that the home is well maintained



82%

(+3.4%)

Satisfaction that the home is safe



82%

(-2%)

We treat tenants fairly and with respect



55%

(-3.7%)

Satisfaction that we listen to tenant views and acts upon them



76%

(-2.6%)

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



28%

(-6.2%)

Satisfaction with our approach to handling complaints



60%

(-1.5%)

Satisfaction that we keep communal areas clean and well maintained



69%

(-4.2%)

Satisfaction that we make a positive contribution to neighbourhoods



55%

(-4.4%)

Satisfaction with our approach to handling anti-social behaviour

What this means

Overall satisfaction is on target so far this year at 75%, and we're pleased to report improvements with satisfaction in repairs and providing a home that is safe and well-maintained. Our customers' comfort and safety is our priority, and work to support this will continue.

However, customers continue to tell us that we need to do more to listen to their views and demonstrate the difference that feedback makes. Satisfaction with communal areas also remains lower than we would like at some schemes, and complaint handling continues to be an area of focus.



Tenant Satisfaction Measures

Our performance in key service areas

As part of our commitment to transparency, we share information about how we're performing as your landlord.

We're pleased that complaint response times continue to exceed Housing Ombudsman expectations. During April to June, we received increasing volumes of complaints (139 stage one complaints and 73 stage two complaints), particularly relating to repairs communication and neighbourhood management. Feedback has helped us identify trends and improve our approach to communication and follow-up actions.



Complaints

21.4

Stage 1 complaints received per 1,000 homes.

9.5

Stage 2 complaints received per 1,000 homes.

98%

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

14.9

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

0.39

Anti-social behaviour cases that involved hate incidents (per 1,000 homes)(3 cases)



Tenant Satisfaction Measures

Our performance in key service areas

Your home and safety

100%

Gas safety checks

100%

Electrical safety checks

100%

Asset compliance

94%

Emergency repairs completed on time

87%

Responsive repairs completed within target. (average completion 11.2 days)

100%

Asbestos safety checks

43%

Damp & mould cases meeting target timescales

What we're doing to improve our performance

Repairs

Emergency repairs completed between April and June were carried out within target timescales. Responsive repairs remain below our target, mainly because of delays with a small number of management providers. Improvement plans are in place, and we're closely monitoring progress to help reduce delays for you.

Damp & Mould

Damp and mould performance is below target at 43%. This is partly because only a small number of cases were closed during the quarter, and some involved more complex issues that took longer to resolve. We also focused on cases that had already been open for a long time to ensure any works required were completed. We didn't always meet our timescales for keeping customers updated or starting follow-on works, and we know this needs to improve. We're now monitoring cases more closely, following up with management providers where delays happen, and introducing a new way of working from August 2026 so we can take a more active role in managing cases. Performance has already improved to 75% in July 2026, and we will continue working to get this consistently back on track.

Customer engagement

Working with customers to improve services

Customer feedback remains at the heart of everything we do.

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.

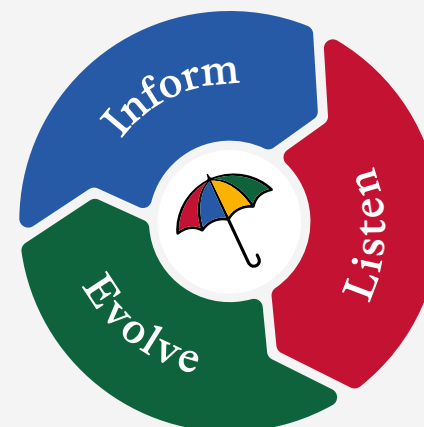
[Find out more](#)

During April to June 2026, 73 customers contributed to a wide range of activities including:

- Customer Voice Panel meetings
- Policy reviews - unacceptable behaviour, allocations, repairs and maintenance, shared ownership new lease terms
- Feedback on prospective My Brolly improvements – helping us to shape the changes we make in line with what our customers need
- Service charge scrutiny review – carried out by our Customer Voice Panel
- Mystery shopping – testing aspects of My Brolly and the service that follows initial enquiries



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

Customer Voice

The Customer Voice Panel continues to hold us to account and make recommendations for service improvements.

Their role is to scrutinise performance, carry out a review of service charges, making six key recommendations to the business on improvements that can be made. These focused on the quality of our communication to customers and the ease of understanding what's being paid for. The panel also worked with colleagues to test new customer information and contributed to discussions on future engagement priorities. Customer Voice also continues to provide assurance to our Board through regular reporting and oversight activities, and now have access to regular training and networking opportunities to support them in their role.

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.

Launch of our Health & Safety Hub

Following feedback from customers, we launched a new Health & Safety Hub on our website. The hub provides easy-to-understand information on:

- Fire safety
- Electrical safety
- Water safety
- Gas safety
- Balcony safety
- Lift safety
- Damp and mould

The pages were reviewed by customers before launch to help ensure the information is clear, accessible and useful. Health & Safety rental - Legal & General Affordable Homes

[Find out more](#)

My Brolly Improvements

We've continued working to improve access to My Brolly and support more customers to use the platform. Earlier this year, Pinnacle took over the day to day service provision for many of our customers, whose homes and estates were previously managed by Southern. Following this change, significant work has taken place to ensure customers can continue accessing services online without disruption.

Community Fund

Our Community Fund is available to help support local projects and activities that make a positive difference where our customers live. Customers can apply for funding for ideas that bring people together, improve shared spaces, support wellbeing, or help build stronger communities. We've already started to see how the fund can make a real impact, from supporting local events to helping improve communal areas. We'll continue promoting the fund over the coming months and encouraging customers to share their ideas for projects that could benefit their neighbourhood. Community Cohesion - Legal & General Affordable Homes

[Find out more](#)

What we're focusing on next

Using what you've told us through general feedback, satisfaction surveys, complaints and face-to-face interactions, alongside this quarter's performance results, we've identified several priorities for the months ahead.

Listening and Acting on Feedback

We'll continue strengthening the way we communicate outcomes from customer feedback, helping customers see how their views influence decisions and improvements. To do this, we'll be posting more customer achievements on our website, and will continue to recruit to our Customer Panel, who receive monthly updates through an online newsletter.

[Find out more](#)

Neighbourhood Support

We're continuing to develop neighbourhood investment and support initiatives, including funding opportunities, wellbeing support and partnerships that help customers thrive in their communities. If you have an idea that could benefit your community, we'd love to hear from you. Please email customerexperience@landgah.com

Improving Repairs

We're working with our management providers to improve repair times, reduce outstanding work and improve communication throughout the repair journey.

Community Events

We're expanding our programme of community events and drop-in sessions, helping customers connect with neighbours, meet local teams and influence decisions about their communities.

Customer Voice Development

We'll keep investing in our Customer Voice Panel through training, networking and scrutiny opportunities, ensuring customers remain at the centre of decision-making and service improvement.



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

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One Coleman Street, London EC2R 5AA

