

# Our Customer Charter

We are here to deliver good quality homes at an affordable price for customers.



# We are dedicated to addressing the shortage of affordable housing in England

...and by increasing the supply of new rental homes, we aim to help those who may not be able to afford other rental options.

For some, a home could be as simple as meeting basic needs of security, warmth and shelter and for others it will provide a stepping stone on which to build their lives for a better future.



Our customer charter sets out in straightforward terms the high level of service you can expect from us.

## Providing local services to you

We work with regional management providers who will oversee all services delivered to your home. They bring extensive knowledge and experience to help you settle into your new home, manage rent payments, complete repairs and provide ongoing customer support.

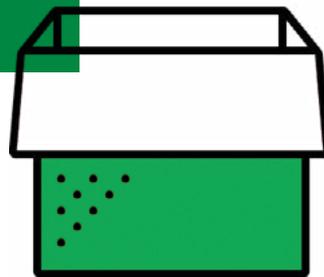
You will be given key contacts for them when you move in so you can easily get in touch with the right person who can help you when you need it.

This service will be backed by our own Customer Care Team who will be there when you first move in to say hello. This team will also work together with your management provider to ensure services are delivered to a high standard.





## Welcoming you to your new home



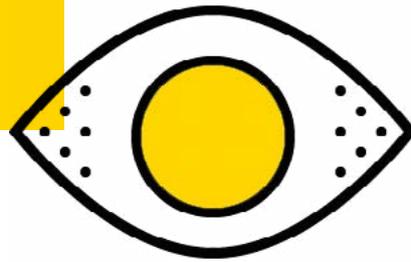
### Moving in

#### We will:

- ✔ Ensure all our properties are advertised clearly. This will include detailing the location, property size, rent charges and any eligibility criteria before you apply.
- ✔ Provide you with a key contact from your management provider to answer any questions before you move in.
- ✔ Meet with you at the property to demonstrate how everything works in your home. We will help you take meter readings and then hand over the keys. We will make sure your home is clean and tidy, ready for you to move into.
- ✔ Give you a home user guide which explains everything about your home, and usual things to expect when living in a newly built home.
- ✔ Ensure you receive support from your management provider who can address any issues. We hope there will be no problems after you have moved in, however if you do spot something, they will be able to help.



## Clear and simple to understand information



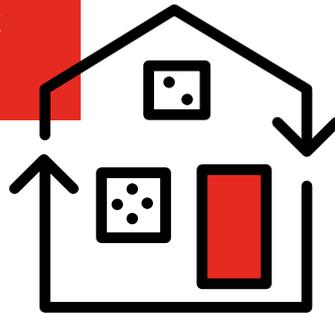
### Your tenancy

#### We will:

- ✔ Provide you with a tenancy agreement which suits your needs. In most cases this will be fixed for five years, with a review at the end of this to ensure the property is still right for you. Your tenancy provides a high level of security which means we cannot ask you to just leave.
- ✔ Clearly set out responsibilities for both us as the landlord and you as the tenant, so you are clear on what you are signing. We understand this is a big commitment so your management provider will be on hand to answer any questions you have.
- ✔ Be transparent about the rent you pay, which will never be more than 80% of the local market rent. Rent will be charged monthly, and you will have a range of payment options to choose from.
- ✔ Increase rents in line with Government guidelines. Any rent increase will only happen in April, and we will give you at least one month's notice before it changes.



## Homes fit for the future



### Your Home

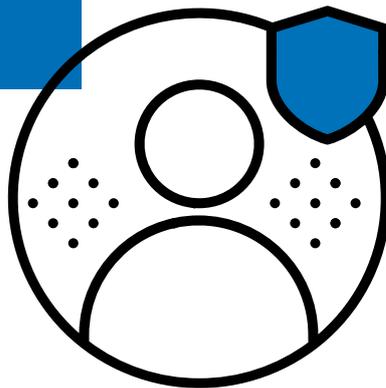
#### We will:

- ✔ Ensure all homes are fully inspected and ready before you move in. Should you spot anything that's not right when you move in, we will agree a time when it will be fixed.
- ✔ Make sure we provide floor coverings throughout and that your home is fully decorated.
- ✔ Ensure your garden is clean and tidy before you move in and that storage is provided for your gardening essentials.
- ✔ Provide a 12-month 'defect liability period' from the point the house was completed which will include emergency repairs. In addition, your home will include a 10-year warranty cover.
- ✔ Provide a local repair service which works around your availability (after the 12-months defect liability period has expired).



## Putting your safety first

Safety is a major concern for people moving into a new home, especially in light of recent news stories. Here at Legal and General we take health and safety very seriously. We've listed the measures that we take to meet safety standards below.



### Health and Safety

#### We will:

- ✓ Fully check and test your services before you move in. These checks will include gas, water, electric heating etc and any certificates will be provided.
- ✓ Inspect the safety of your gas supply in your home every year, and every five years we will check the electricity supply.
- ✓ Make sure we carry out regular fire and safety checks on all apartment buildings to make sure your home meets our safety standards.



# Customer satisfaction is important to us.

We welcome feedback from our customers at any point.

In addition, we conduct independent surveys at various points throughout your journey with us.

If you are not satisfied with any part of your new home, you can contact your local Customer Service Representative who can help.

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[landgah.com](https://www.landgah.com)

