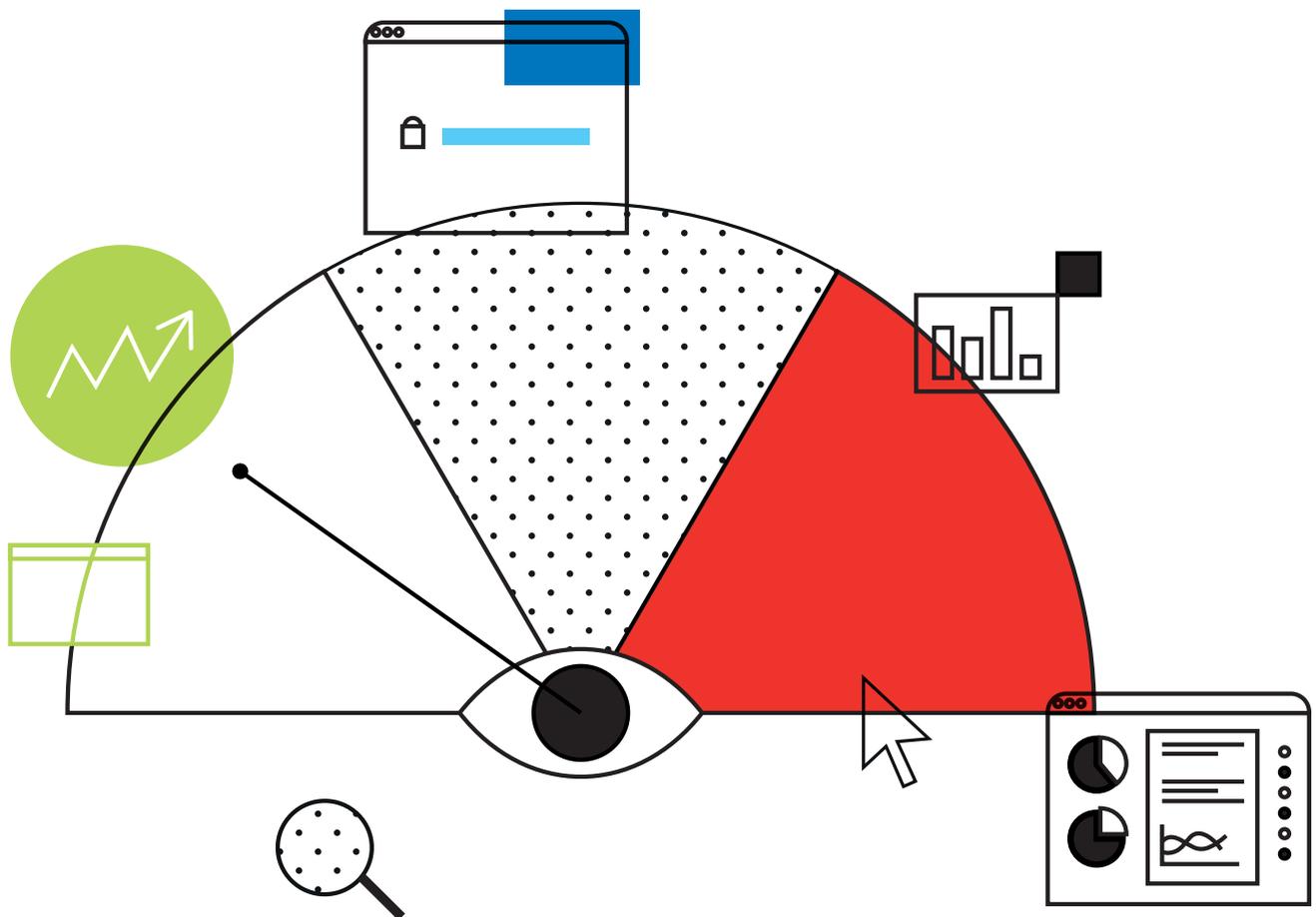


Customer Performance Dashboard

Customer feedback is extremely important to us and we aim to provide the best in class customer experience through delivering easy to access, simple to use services for our customers.



WHAT ARE OUR CUSTOMERS SAYING?

Customer feedback is extremely important to us. Within 30 days of moving into a new home, we ask every customer three key questions to help us review and improve the products and services we provide.



Overall NPS

49 Would you recommend LGAH products and services to others?

This is a recognised Net Promoter Score (NPS) metric. So far we have achieved a score of 49 against a target of 50.



Quality of home NPS

39 How do you rate the quality of your home?

We achieved a score of 38 against a target of 50.



Moving in NPS

54 How was the moving-in experience provided by LGAH?

A positive result, where we performed better than the target of 50.

WHAT IS A NET PROMOTER SCORE?



NET PROMOTER SCORE = % PROMOTORS - % DETRACTORS

Legal & General Affordable Homes uses NPS as a measure for customer feedback as it is a nationally recognised standard for assessing customer loyalty.

By using this approach, it allows us to compare our services against other high-performing companies to help us review where improvements can be made.

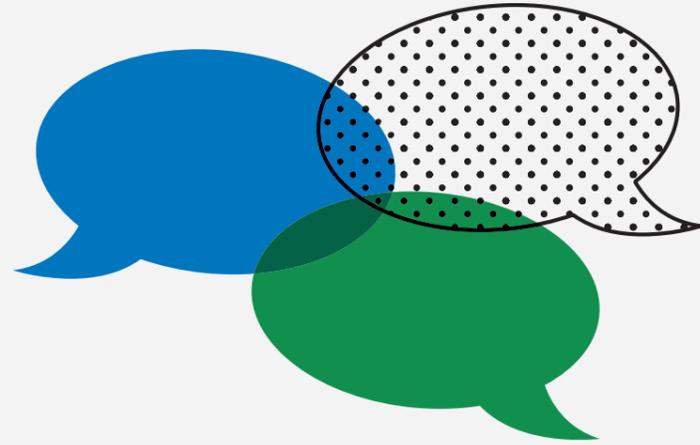
Customers are asked one simple question:

"On a scale from 0 to 10, how likely are you to recommend this product/company to a friend?"

The NPS score is calculated by taking the percentage of those who gave a rating of 9 or 10 (Promoters) and subtracts this from percentage of customers who scored between 1 to 6 (Detractors).

YOU SAID, WE DID!

The two tables show you some of the positive and negative comments we have received from surveys over the last 12 months.



POSITIVE RESPONSE TRENDS

OVERALL EXPERIENCE

- Everything has gone so smoothly, been stress less. This house is perfect close to work, schools. My daughter has been telling all the teachers at school how she loves it.
- I would definitely recommend Legal & General Affordable Homes.
- The process was nice and easy.

QUALITY OF HOME

- Thermostat is so easy to use, really impressed, the home is really warm. The radiators are small but let out so much heat.
- Design of home is very nice.
- Lovely house.

ONBOARDING

- Brilliant service, happy with the home and Accord were great.
- 10 out of 10!
- Home demo was fantastic

NEGATIVE RESPONSE TRENDS

OVERALL EXPERIENCE

- Communication wasn't great a lot of the time and we were the ones doing the chasing.
- WC leaked, repaired but sealant wasn't done properly so raised again.
- We have been having some issues with heating which have been reported but nothing has been done, sleeping in the cold, have contacted CHP to discuss.

QUALITY OF HOME

- Radiator in en-suite not working at all. Door missing in utility cupboard - only one door. Stains in carpet master bedroom and near the window.
- There are a lot of issues with the property that are still waiting to be fixed.
- Property rushed.

ONBOARDING

- Quite rushed move in experience with delays then a last minute push to get in last minute.
- It would have been easier if we were told where to pick the keys up from and if we were given all of the keys.
- Limited contact from sales agent but no problems and settled in straight away.

HOW ARE TRYING TO IMPROVE?

When we receive feedback from customers, we are always looking at ways we can make improvements to ensure that our service continues to evolve. Here are some examples of things we have done in the last 6 months:



Increased the size of our customer care team to ensure LGAH staff are there when customers move in.

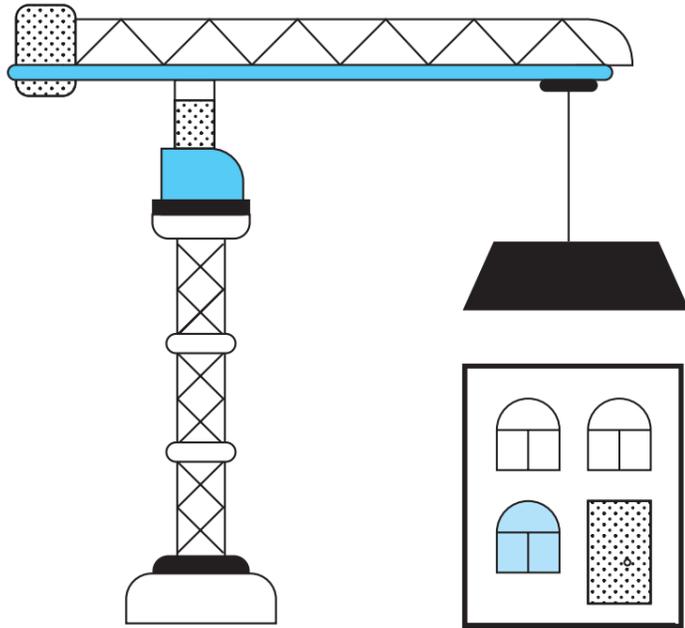


Working with our network of Management Providers to deliver a training programme which focuses on enhancing customers experience through showing the right behaviours.



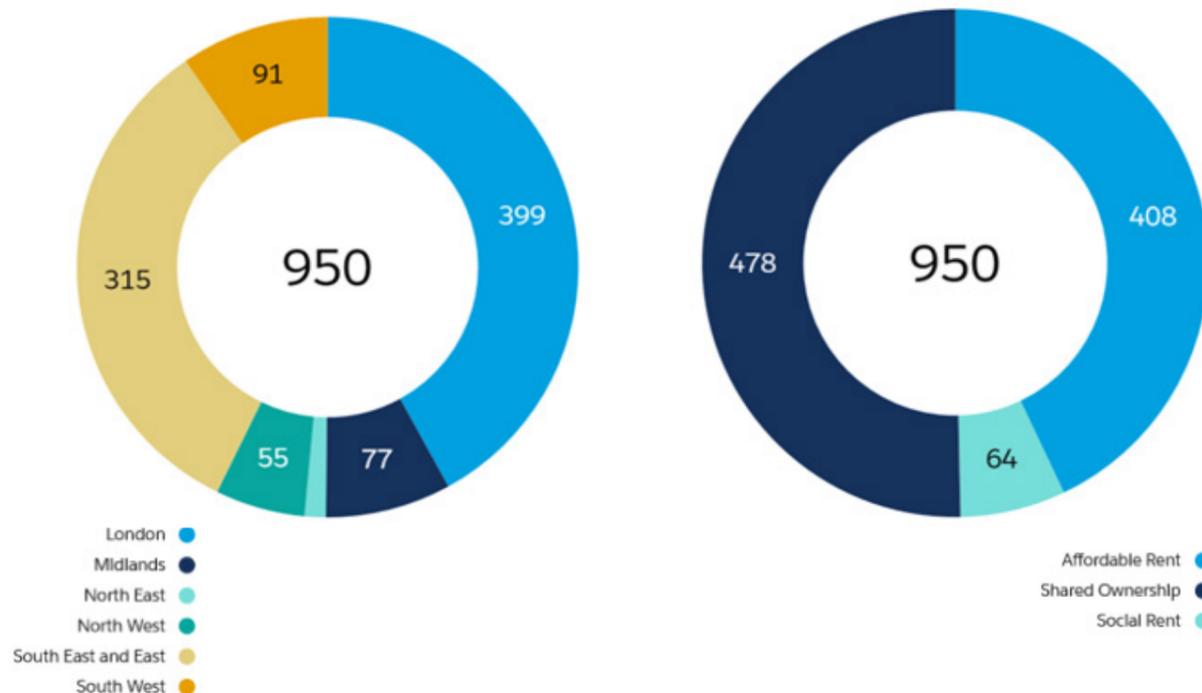
Taking feedback on quality of home from customers, and working across teams to ensure more focus is given to minimise problems once a customer moves in.

OUR STOCK



Legal & General Affordable Homes is committed to increasing the supply of much needed affordable homes across England, with the aim of adding up to 3000 new homes every year from 2023.

These homes will be a mixture of affordable rented and affordable home ownership products, meeting the needs of a wide cross section of society.



COMPLIANCE AND HEALTH AND SAFETY

Legal & General Affordable Homes have partnered with a network of 14 established Housing Association, our Management Providers, who will manage the homes of our behalf, ensuring that all our customers receive excellent, local services.

Through our Management Providers network we are committed to keeping you safe in your home, and a key part of this in ensuring that all of our homes and communal spaces have the relevant health and safety certification in place.

COMPLIANCE PERFORMANCE

GAS SAFETY 100%

ELECTRICAL SAFETY 100%

WATER HYGIENE 100%

H&S performance is currently 100% compliance with no overdue inspections or recommendations.

The latest round of assurance work gave us full confidence that each provider is meeting our standards.

KEEPING YOU SAFE

COMPLIANCE ASSURANCE

We also carry out regular auditing of our MPs to ensure that they have the necessary skills, experience and technical know how to keep our homes well maintained and our customers safe and happy.

