

2025

Tenant Satisfaction Measures

Performance report for residents



L&Q



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Introduction

We're pleased to share with you our Tenant Satisfaction Measures (TSM) results covering the period April 2024 to March 2025. As TSMs were launched last year, this is the first time we're able to provide a report which compares results to previous years. Overall, residents in social and affordable rented homes told us that they are still as satisfied with our services as they were last year, but we still need to improve. Residents who own a share of their home told us that we have much more work to do compared to last year.

Thank you to all residents who contributed to our TSM survey. Your continued feedback helps us to identify what we're doing well and where you'd like to see us improve.

We know that average satisfaction is good when you've experienced reliable customer service from us or when we've responded in a timely manner to your requests, like repairs or complaints.

However, residents living in rented accommodation said you're most dissatisfied when you feel a repair hasn't been completed to a good enough standard or has taken too long. To address this we worked with residents to introduce a new tool, RepairFinder, which makes sure that colleagues can accurately identify your issue and send the right person with the right tools to fix it first time. To help improve things when your works are a bit more complex, a new team has been created to work with colleagues to make sure complicated repairs are prioritised and you're kept updated along the way.

Homeowners said that we need to improve the way we communicate with you as this is the biggest reasons for your dissatisfaction. To address this we've refreshed service charge information on our website and letters because you told us it's too complicated and can be hard to understand. We've also introduced a year-round training programme for colleagues on communicating with empathy and respect to make sure their conversations with you leave you feeling listened to and reassured.

More widely, we continue to make important improvements to the services we provide, so your day-to-day experience with us is better. This includes improving the way we share information, so colleagues have the right tools and knowledge to provide you with a reliable service every time, and reducing the amount of repairs we have waiting so that we can get to new requests more quickly. We're also continuing to invest in your homes for the long term, through our Major Works programme which is on track to deliver thousands of new kitchens, bathrooms, windows, doors, roofs and building safety measures over the next 13 years.

You'll be able to read more about what we've done and plan to do throughout this report.

“We know that improving the way you feel about our services will take time, so I'm pleased that for residents who rent their home, our performance in key areas, like repairs and complaints, has seen slight increases in satisfaction, as these are the areas that really matter to you. I'm also sorry that the changes we've made haven't had the impact we would like for everyone.

We're continuing to make considerable investment in residents' homes, our people and systems, so that we can better meet the needs of all residents now and in the future. In addition to this, we've put new measures in place which we know will make a positive difference in the year to come. These measures, and our wider work to serve you, are set out in this report.”



Fiona Fletcher-Smith
Group Chief Executive

“As a member of L&Q's Group Board and Chair of its Resident Services Board, I'm encouraged to see that L&Q recognises that it has more work to do to meet expectations, and that residents remain at the heart of this improvement journey.

Our growing network of involved residents continue to play an important role in influencing decisions and shaping service delivery. It's great to see that so many residents have made a difference this year, across a diverse range of areas from building safety and complaints to service charges and managing agents.”



Fayann Simpson OBE
Senior Independent Director
and Chair of Resident
Services Board

What are Tenant Satisfaction Measures?

Every year the Regulator of Social Housing requires all social housing landlords, like L&Q, to report on a set of measures that tell you how well we're doing at providing quality homes and services each year.

These are called Tenant Satisfaction Measures (TSMs).

The measures are designed to improve standards for people living in social and affordable housing. They will do this by showing you how well we're doing on important things like delivering repairs, dealing with any complaints and treating you with respect, and they'll also help you to hold us to account when we're not performing as we should.

The TSMs are grouped into five themes – this report will tell you how we're doing against each of these:

- 1 Keeping properties in good repair
- 2 Maintaining building safety
- 3 Respectful and helpful engagement
- 4 Effective handling of complaints
- 5 Responsible neighbourhood management



There is also an overall measure for satisfaction, you can find this year's result on [page 10](#).

How we measured our performance

The Regulator asks us to report on views from both social and affordable rented housing residents, and shared owners.*

We commission an independent survey company to contact residents and capture your thoughts on how satisfied you are with your home and the services we provide to you. Residents are randomly selected to take part in the survey. However, we make sure that we are talking to a mix of different types of tenants and shared owners that reflect the make-up of the people who live in L&Q homes.

There are no rules that tell us exactly how we should collect your views. We've chosen to use a mix of survey methods, as it helps us to collect different types of feedback and it provides residents with different ways to take part. For example, postal surveys are provided to supported living residents so that a friend or family member can help them to take part if needed.

How we listen all year round

Monitoring and reporting our performance against the new satisfaction measures isn't the only way we listen to and learn from residents. We carry out a variety of surveys all throughout the year to make sure that we know how you feel and can address any issues as soon as possible. These include surveys immediately after you've received a repair from us, or we've dealt with a complaint from you.

We also offer lots of opportunities for you to work with us to develop and test our services – from taking part in online research or helping us to recruit new colleagues, right up to our formal Resident Services Board.

Summary of our approach to collecting your views

This year, the Regulator has asked us to share a detailed summary of our approach to the survey as well as anyone we excluded. You can find details of this by clicking [here](#).



Who we spoke to and how:

4,000

We gathered the views of over 4,000 residents



Who gave their views:

51%

Social rented residents

26%

Shared owners

12%

Supported living residents

11%

Other affordable rented residents



How we gathered their views:

70%

Telephone interviews

8.5%

Postal questionnaires

21.5%

Online surveys



When we gathered their views:

4 stages

Our surveys were carried out in four stages at different times of the year.



To find out about more opportunities to have your say and help shape our services [click here](#)

* This is because private rented and outright leasehold homes are not regulated by the Regulator of Social Housing.

What this report will tell you

We’re reporting on 22 different Tenant Satisfaction Measures which are set for all housing associations by the Regulator of Social Housing. Some of these are based on information we hold about how we manage your homes and services, and some of these are based on your views.

For each TSM theme we’ll share the results for each measure, as well as more information about what you told us, and our improvement plans.

How to understand the results

The Regulator of Social Housing asks us to report separately on views from both social and affordable rented housing residents, and shared owners.

As there are several different types of homes included in these descriptions, it has grouped them into two different categories as follows:

| Regulatory category | Types of homes included in this |
|--------------------------------------|---|
| Low Cost Rental Accommodation (LCRA) | Social rented Homes where rent is set by Government, usually at around 50% less than the average private rent for the area. Sometimes called ‘General needs housing’. |
| | Supported living Social rented homes, where residents need some form of support to live in their home – this includes homes that are managed by L&Q, but support is provided by another company. Most homes of this type are managed by our supported living business, called L&Q Living. |
| | Affordable rented Homes where the rent is set at lower levels than the average private rent for the area (usually 20%-30% less). This includes rent types like Intermediate Market Rent and London Living Rent. |
| Low Cost Home Ownership (LCHO) | Shared ownership Homes where residents have bought a share of their home and pay rent to L&Q for the remaining share. This includes homes where the landlord is L&Q, but the building is owned and services are provided by a different company. |

This report gives two results against each satisfaction measure:

- LCRA Satisfaction** – views from Low Cost Rental Accommodation residents only
- LCHO Satisfaction** – views from Low Cost Home Ownership residents only

The Tenant Satisfaction Measures

| Things we do | Things you’ve told us |
|---|---|
| Measured by information we hold about how we managed your homes and services between 1 April 2024 and 31 March 2025 | Measured by the percentage of residents who said that they were satisfied when asked about their personal experiences |
| Overall satisfaction Result on page 10 | |
| | Overall satisfaction |
| Keeping properties in good repair Results on page 12 | |
| Homes that do not meet the Decent Homes Standard | Satisfaction with repairs |
| Repairs completed within the target timescale | Satisfaction with the time taken to complete most recent repair |
| | Satisfaction that the home is well maintained |
| Maintaining building safety Results on page 14 | |
| Gas safety checks | Satisfaction that the home is safe |
| Fire safety checks | |
| Asbestos safety checks | |
| Water safety checks | |
| Lift safety checks | |
| Respectful and helpful engagement Results on page 16 | |
| | Satisfaction that the landlord listens to tenant views and acts upon them |
| | Satisfaction that the landlord keeps tenants informed about things that matter to them |
| | Agreement that the landlord treats tenants fairly and with respect |
| Effective handling of complaints Results on page 18 | |
| Complaints relative to the size of the landlord | Satisfaction with the landlord’s approach to handling complaints |
| Complaints responded to within Complaint Handling Code timescales | |
| Responsible neighbourhood management Results on page 20 | |
| Antisocial behaviour cases (relative to the size of the landlord) | Satisfaction that the landlord keeps communal areas clean and well maintained |
| | Satisfaction that the landlord makes a positive contribution to neighbourhoods |
| | Satisfaction with the landlord’s approach to handling antisocial behaviour |



You can find more detailed information about the Tenant Satisfaction Measures and how they’re regulated by clicking [here](#)

TSM Results

Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by L&Q?

Overall satisfaction with the service provided by us...



You told us

“Residents of affordable rented homes told us they are satisfied with us when our responses are timely and when we fix issues promptly. They also value a well-maintained home and cleanliness of communal areas.”

“Shared owners told us they value great customer service where they feel we’ll be there whenever they need help. Those who are satisfied are most likely to say it’s easy to get in touch with us and when they do, we’re polite and helpful.”

“Shared owners who are dissatisfied say that we need to be more responsive to queries and communal area repair requests. They want us to be easy to deal with, to listen to them and to act quickly in response (and to keep them updated on progress).”

“Residents who rent their homes and are dissatisfied are most likely to say we take several visits before we fix an issue and that our communications is poor.”

How we’re improving

- We’re three years into our Major Works Investment Programme and have delivered over 16,000 improvements to bathrooms, kitchens, windows, roofs and other building elements. We’re on track to deliver around 9,000 more this year
- We’ve reduced outstanding repairs by over 13,500, so we can deal with new repairs more quickly
- We’ve developed a new information sharing system to make sure urgent complaints involving residents with additional needs are dealt with more quickly
- In October 2024, residents got involved to help us design our new repairs diagnostics tool called RepairFinder, which helps colleagues to accurately identify problems and raise jobs. This means we can send the right colleague with the right tools first time
- We’ve improved the support complaint handlers receive, so they’re better equipped with the latest guidance and tools to do right by residents. This includes guidance on using the right tone of voice, so our communications with you leaves you feeling heard, and confident that we’ll put things right
- We’ve created a new team that oversees managing agents to make sure their services are resident-focussed and that they’re delivering value for money. The team is also responsible for working with managing agents to drive improvement when they’re underperforming
- We’ve delivered more opportunities for residents to get involved with shaping or improving our services than ever before. In total 298 residents have been involved with us this year in an activity to help shape our services, including leaseholders who have helped us improve the information we share with homeowners.



Find out more about how we’re supporting residents with additional needs on [page 28](#).

TSM Results

Keeping properties in good repair

| What we've done | | Result | |
|---|-----------------------------------|-------------------|---------|
| | | This year | 2023/24 |
| Homes that do not meet the Decent Homes Standard As a % of all homes managed | | 1.58% | 1.88% |
| Repairs completed within the landlord's target timescale | Emergency responsive repairs* | 93.22% | 93.24% |
| | Non-emergency responsive repairs* | 71.12% | 70.72% |
| What you've told us | | LCRA satisfaction | |
| | | This year | 2023/24 |
| Satisfaction with the overall L&Q repairs service over the last 12 months | | 63% | 61% |
| Satisfaction with the time taken to complete most recent repair | | 58% | 56% |
| Satisfaction that the home is well maintained | | 59% | 58% |
| | | | N/A** |

* Responsive repairs are day-to-day repairs that we carry out when you report them to us. We have not provided detail regarding the target timescale for these, as we have different targets dependant on the type of repair (for example: some emergencies must be responded to within four hours, but others can be responded to within 24 hours).

** Shared owners are typically responsible for their own repairs to the inside, and sometimes the outside of their home, so The Regulator does not require us to report LCHO results for these measures.

You told us

“We were very impressed with the window fitters. They were respectful, polite, professional and very quick, and cleaned up afterwards.”

“Getting in contact for maintenance is quick and easy, and when I report something like a repair, it is done within a few days to one week. So, it is very speedy.”

“They carry out repairs quickly and maintain the house to a good standard.”

“The windows and patio doors have seen better days.”

“We have been requesting a fix for a while, but we haven't had a response.”

“They do not complete jobs to a satisfactory standard.”

How we're improving

- Over the past year, we've delivered over 10,400 improvements to homes as part of our Major Works Investment Programme and 84% of residents told us they were satisfied with their work
- Since April 2024 we have reduced outstanding repairs by over 13,500, meaning that we can get to newly raised jobs much more quickly
- In October 2024, residents got involved to help us design our new repairs diagnostics tool called RepairFinder, which helps colleagues to accurately identify problems and send the right colleague with the right tools to fix your issue first time
- In December 2024 we set up a new team who focus on working with residents to resolve outstanding repairs. Their role is to act as advocates for you, making sure outstanding repairs get prioritised and completed in a timely manner, with regular communication along the way
- Overall, we're continuing to fix 76% of day-to-day repairs first-time
- Over the next three years, we'll be offering 70 new apprenticeships in our maintenance team to make sure we have the right talent to deliver your repairs well.

Your satisfaction with the maintenance of your home throughout the year

As well as monitoring satisfaction against the Tenant Satisfaction Measures in this report, we carry out surveys immediately after delivering some services, to make sure that we know how you feel throughout the year and can address any issues as soon as possible.

Here's what you told us this year:

- 78% of residents in affordable rented homes were satisfied with the service after receiving a repair (2023/24: 75%)
- 84% of residents were satisfied with the service after receiving planned maintenance - usually major works such as replacement kitchens, bathrooms, roofs or windows, or works to shared spaces, such as redecorating (2023/24: 76% data based largely on London/South East residents*)
- 88% of residents in new build properties were happy with their home one year after moving in (2023/24: 81%)

* Due to the small scale of planned maintenance activities in the North West during 2024/25, they were not picked up within the L&Q planned maintenance survey until the last month of the year. As a result, comparable data is not available for the North West.



Did you know? If you identify as a vulnerable resident you may qualify for reasonable adjustments to your home and services, and extra support with repairs. Find out more on page 28.

TSM Results

Maintaining building safety

| What we've done All as a % of required checks completed | Results for homes where L&Q is responsible for safety checks* | | Results for all homes, including where another managing agent is responsible for safety checks** | |
|--|---|---------|--|---------|
| | This year | 2023/24 | This year | 2023/24 |
| Gas safety checks | 100% | 98.90% | 92.56% | 87.86% |
| Fire safety checks | 100% | 99.40% | 96.93% | 85.17% |
| Asbestos safety checks | 99.32% | 98.59% | 99.12% | 69.11% |
| Water safety checks | 99.34% | 97.74% | 95.17% | 65.52% |
| Lift safety checks | 100% | 99.21% | 95.79% | 69.77% |
| What you've told us | LCRA satisfaction | | LCHO satisfaction | |
| | This year | 2023/24 | This year | 2023/24 |
| Satisfaction that your home is safe | 65% | 66% | 54% | 54% |

* These results show the percentage of checks completed in homes and/or shared areas of buildings where L&Q has the legal responsibility to carry these out.

** These results show the percentage of checks that we are able to confirm as complete in all of the homes covered by this report. This includes homes where another organisation is legally responsible for safety checks, in addition to those where L&Q is responsible. These often include homes in buildings where not everyone is an L&Q resident, and the managing agent has been appointed by another landlord, or buildings where a managing agent acts on behalf of L&Q. For these homes, we rely on another organisation to provide us with this information. At the time of publishing, 87.58% of these organisations had done this (including 100% of the managing agents we employ to manage our buildings for us). Those that responded to us confirmed that 100% of required checks were complete. We will continue to work with the remaining organisations to make sure they are carrying these checks out.

You told us

“They care about the structure, the quality and maintenance of homes.”

“The technician was very nice and I am happy with what he taught me during his safety checks.”

“The engineer was very nice and I was happy with the service given. I was happy to talk to him and felt comfortable discussing any concerns I had.”

“The fire door makes a lot of noise when it shuts and is disturbing nearby flats.”

“[You should] carry out repairs that affect residents with urgency, especially where a health and safety risk is evident.”

“I have been let down so many times with appointments, be it a gas safety check or something else. They schedule the appointment for the morning, but then nobody shows up.”

How we're improving

- We've improved our systems to help make sure that essential safety checks take place on time in every resident's home. Since January 2025 this has helped us carry out checks in 1,384 homes where we had previously had difficulty gaining entry, to help keep residents safe
- We're continuing to do everything we can to make it as easy as possible for you to let us into your home for regular safety checks, including offering appointments outside normal working hours, providing at least 48 hours notice of appointments (and usually more than this), and introducing suited locks which mean we can access communal areas without disturbing residents where we can
- As well as our work to improve performance against the essential safety checks measured here, we're also carrying out one of the UK's

largest building safety inspections programmes, covering 32,000 homes in over 2,000 buildings

- We have now inspected 1,702 buildings and confirmed that 1,272 don't need any works to meet new building safety standards
- 220 of the inspected buildings need works, and these are in progress at 47. We have completed remediation works at 63 buildings. We are awaiting inspection results for the remaining buildings
- We have a dedicated fire safety engagement team to make sure we're keeping residents who live in buildings which need inspection up to date
- We provide residents in flats, with an annual reminder about their evacuation procedure and advice on how to stay safe in their home

- We've created a new team that oversees managing agents to make sure they're carrying out important safety checks when required
- We worked with residents to help shape our approach to communicating important fire safety information and guidance to households in high-rise buildings
- Residents also helped shape the training package for new Building Safety Managers who are responsible for keeping you informed about and involved in discussions on building safety.

We know that for you, safety is also about how we respond to repairs and reports of anti-social behaviour, so you'll find updates on how we're improving in these areas on page 12 (repairs) and 20 (anti-social behaviour).

Did you know?

Regular checks for gas, fire, asbestos, water and lift safety are vital to keep you and your neighbours safe and are required by law.

Sometimes we're not able to do these when we need to because we can't get into homes or buildings. It's very important that you make sure you're at home to let us in, or if you can't be at home, call us to book another appointment.



Please take time to read about how to keep your home safe and what to do in the event of a fire, as well as finding out more about our building safety programme, by clicking [here](#)

TSM Results

Respectful and helpful engagement

| What you've told us | LCRA satisfaction | | LCHO satisfaction | |
|--|-------------------|---------|-------------------|---------|
| | This year | 2023/24 | This year | 2023/24 |
| Satisfaction that L&Q listens to your views and acts upon them | 47% | 46% | 16% | 20% |
| Satisfaction that L&Q keeps you informed about things that matter to you | 59% | 56% | 35% | 38% |
| Agreement that L&Q treats you fairly and with respect | 70% | 70% | 46% | 52% |

You told us

“The customer service centre staff always have a positive attitude. They listen to what we have to say and always do their best to resolve our problems.”

“Whenever I speak to someone in the call centre, they report my repair and inform me of how long it will take.”

“Getting in contact with L&Q is quick and easy. It's very speedy.”

“Sometimes we don't feel listened to or that L&Q cares about us.”

“I had no response to my email, and I was informed that someone will get back to me. They gave me a number to contact, but I still haven't received a response.”

“We have had no response or feedback on work that is supposed to be carried out.”



Did you know? We've been working with our involved residents to make sure that we are writing and speaking to the people who live in our homes in the right way. To do this, we asked residents for feedback on our existing communications including complaint response letters and our writing guides, which are used for training colleagues. We will continue to consult residents as part of the ongoing work we are doing to improve our tone of voice.

How we're improving

- We've consulted resident volunteers to ask what they thought of the way we communicate with them, including during our complaints process and are using their feedback to improve our leaflets, letters and website
- We refreshed the service charge information on our website and in letters following feedback from residents that our communication on this is too complicated
- We've also used resident feedback to design and provide colleagues with a library of guides and templates to help them adopt the tone of voice and language you want us to use
- We're reviewing what Neighbourhood Housing Leads (NHLs) to give them more time to meet your needs locally
- We have recruited around 50 additional ASB and housing management roles this year, freeing up more time for NHL to focus on things that matter most to you
- L&Q homeowners helped us put together priorities for our new Managing Agents team, who are now working with Managing Agents to ensure they're keeping homeowners up to date through regular meetings and communications
- In December 2024, we formed a new team to make sure more complex repairs are prioritised and that residents are kept up to date every step of the way. Residents have told us that this is working, so we're looking to replicate this approach for complaints and anti-social behaviour
- We've begun rolling out specialist tone of voice training, to make sure colleagues understand the way residents want to be spoken and written to, and how important it is that we get this right. Early feedback has been positive, with colleagues reporting that they feel more confident in using the right tone of voice after doing the training
- In summer 2024 we launched "I am Social", a campaign to tackle the stigma around social housing, by highlighting the voices of residents through their stories. We're also involved in the Stop Social Housing Stigma campaign, which is a resident-led project designed to help landlords, like us, build trust and improve relationships with residents.

Your satisfaction with how we listen and act throughout the year

As well as monitoring satisfaction against the Tenant Satisfaction Measures in this report, we carry out surveys immediately after delivering some services throughout the year, to make sure that we know how you feel and can address any issues as soon as possible.

Here's what you told us this year:

- 67% of residents in affordable rented homes were satisfied with how we listened and acted after receiving a repair (2023/24: 65%)
- 67% of residents were satisfied with how we listened and acted after receiving planned maintenance - usually major works such as replacement kitchens, doors or windows, or works to shared spaces, such as redecorating (2023/24: 61% in the previous year. 2023/24 data largely based on London/South East residents*)
- 53% of residents in new-build properties were happy with how we listen to and act on their views one year after moving in (2023/24: 46%)

* Due to the small scale of planned maintenance activities in the North West during 2024/25, they were not picked up within the L&Q planned maintenance survey until the last month of the year. As a result, comparable data is not available for the North West.

TSM Results

Effective handling of complaints

| What we've done | Result | | | |
|--|---|-----------|-------------------|-----------|
| | | | This year | 2023/2024 |
| Complaints relative to the size of the landlord. As the average number of complaints per 1,000 homes managed | Stage 1 complaints per 1,000 homes | | 120 | 151.3 |
| | Stage 2 complaints per 1,000 homes | | 33 | 24.4 |
| Complaints responded to within Complaint Handling Code timescales | % of Stage 1 complaints responded to within 10 working days | | 91.1% | 83.9% |
| | % of Stage 2 complaints responded to within 20 working days | | 75.4% | 35.8% |
| What you've told us | LCRA satisfaction | | LCHO satisfaction | |
| | This year | 2023/2024 | This year | 2023/2024 |
| Satisfaction with L&Q's approach to handling complaints | 26% | 27% | 13% | 10% |

You told us

“Responses to complaints and repairs are good, and the responses are quite fast. They are easy to contact, and the people whom I contact are very helpful and polite.”

“They have been responsive to my complaint and fixed things that were faulty.”

“I'm happy with the advisor who took my complaint - they were very attentive and supportive.”

“They do not show transparency. They are not responding to individual complaints, only when we submit as a group.”

“I have reported and raised a complaint regarding events taking place. I have not been supported or heard.”

“I think the complaints procedure is overly complicated.”

How we're improving

- We reduced the number of complaints we're managing at any one time by almost 55% between April 2024 and March 2025, meaning that we can respond to new complaints more quickly
- We've reviewed our complaints letters by asking for feedback from resident volunteers on how they could be improved, including our stage 1 and 2 response and acknowledgement letters. The new versions form part of a one-stop shop supporting colleagues in day-to-day complaint handling, which also includes complaint handler call guidance to make sure our team are listening effectively and putting the right steps in place to resolve your issues
- We've introduced a new team to help us manage complaints that are escalated to the Housing Ombudsman. This team make sure we're resolving each case, and learning from them where we need to, as well as working closely with the Ombudsman to learn from best practice in the sector and ensure we're meeting the Complaint Handling Code
- Directors across L&Q have shadowed complaints handlers to understand the challenges they face when responding to complaints, and to identify ways to improve how we work
- We held workshops with our Housing Management teams and surveyors to increase awareness of what effective complaint management should look like
- We now hold regular complaint handler forums every month to monitor progress, deliver feedback and update colleagues on how we're improving our processes
- We've introduced new Complaint Handlers' Podcasts where colleagues discuss hot topics of learning to inspire best practice in complaint handling
- We're continuing to routinely check the quality of complaint responses every month to ensure these meet your needs.



TSM Results

Responsible Neighbourhood Management

| What we've done | Result | This year | | 2023/2024 |
|---|---|-----------|-------------------|-----------|
| | | | | |
| Anti-social behaviour cases relative to the size of the landlord | ASB cases opened per 1,000 homes | 39 | | 48 |
| | ASB cases involving hate crime opened per 1,000 homes | 0.6 | | 0.7 |
| What you've told us | LCRA satisfaction | | LCHO Satisfaction | |
| | This year | 2023/2024 | This year | 2023/2024 |
| Satisfaction that L&Q keeps communal areas clean and well maintained | 57% | 58% | 41% | 46% |
| Satisfaction that L&Q makes a positive contribution to neighbourhoods | 51% | 49% | 26% | 28% |
| Satisfaction with L&Q's approach to handling anti-social behaviour | 52% | 51% | 24% | 26% |

You told us

“They clean the surroundings and the block. They also clean internally. The lifts are never broken.”

“We are always kept informed about the maintenance of communal areas.”

“They respond to anti-social behaviour within and outside the building very well.”

“I've had a few issues with the accommodation, including problems with parking and rubbish, but I have not heard back from the managers.”

“They are unresponsive when it comes to suggestions that can improve the cleanliness of the communal areas.”

“We pay to facilitate works, but it does not feel like good value for money.”

How we're improving

- We have Grounds Maintenance and Caretaking teams and contractors out working across your neighbourhoods to keep them as clean and tidy as possible
- We're onboarding two new contractors to try and improve in areas where you told us previously that our service wasn't as good as you'd expect
- Our Grounds Maintenance team are focussing on the problem hotspots that you're telling us about in your neighbourhood through complaints and general feedback. We're carrying out monthly inspections on the ground with contractors in these areas to address any issues
- Senior management have been visiting estates where satisfaction is lowest to make sure we understand what the issues are and have plans in place to address them
- We've created a new team that oversees managing agents to make sure they're carrying out grounds maintenance and cleaning services to the standards we expect
- We've reviewed our approach to handling anti-social behaviour cases with the help of residents. As a result, we have increased our network of specialists, who support residents with issues like domestic abuse, safeguarding and mental health, and put more realistic handling timescales in place to help manage expectations fairly
- Our improved approach to handling anti-social behaviour cases has led to 94% of these being dealt with more effectively, so residents feel their concerns are acknowledged at the first point of contact. For around 90% of these cases, residents receive a clear action plan of what we'll do next to address the issue – we're working to improve this even further
- Alongside improvements to homes as part of our Major Works Improvement Programme, each of our ten partners is committed to creating a lasting impact in your communities. In 2024/25, the combined value of this work was over £37 million. This includes creating jobs, apprenticeships, educational opportunities and investing in community projects and supporting initiatives which improve the wellbeing of residents
- We supported 426 of our most vulnerable residents to help them keep their tenancies this year
- Our community centres across London and in Trafford continue to provide important spaces for residents. Over the past year, they've hosted several community events from food banks and nursery sessions to job skills workshops and resident meetings. In 2024/25 the centres gave back £40,000 to local communities through free or discounted hires for community projects
- We gave out 3,000 emergency vouchers to residents who are in desperate need of our help and signposted them to other support services
- Our community hubs at Limelight, Lewington and Seddon Centres (all in the North West) continue to be safe, welcoming spaces, especially for those facing hardship. Every week, residents can drop in for hot drinks, food and a chat with our team to find out about local support.



Did you know? Our Neighbourhood Housing Leads carry out a programme of estate and block inspections with residents throughout the year. If you'd like to participate in one of these, please let us know by getting in touch on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.

The L&Q Foundation

The L&Q Foundation provides services, activities and funding with the aim of creating positive, lasting change for residents to help them live healthy and independent lives in thriving communities.

Services are free and include:

- Employment advice
- Training opportunities
- Money management, debt and benefits support – including help if you are struggling to pay your rent
- Community centres (including seasonal food banks and warm centres)
- Funding for community projects.

In the last year:



323

people were helped into work across a range of industries.



426

residents were given help to keep their tenancy.



£21.5m

of additional income was secured for 5,235 residents using Pound Advice.

To find out more about the L&Q Foundation, click [here](#)

Data is from 1 Apr 2024 to 31 Mar 2025



If you live in London or the South East and need support managing your money better, our Pound Advice service has trained experts ready to offer you free and confidential advice to help with budgeting, debt and benefits. You can access this support by calling **0203 475 2221** or emailing **pound@we-are-digital.co.uk**

If you live in the North West, we also have trained staff ready to help you manage your finances with independent and confidential support. You can reach them by calling us on **0300 777 7777**. Our offices are open from 8am to 6pm Monday to Friday. Alternatively, you can email us at **contactnw@lqgroup.org.uk**



How you make a difference

We believe the best way to improve our services is by partnering with you. That's why we offer a variety of flexible volunteering opportunities for you to get involved, shape services, and have your say.

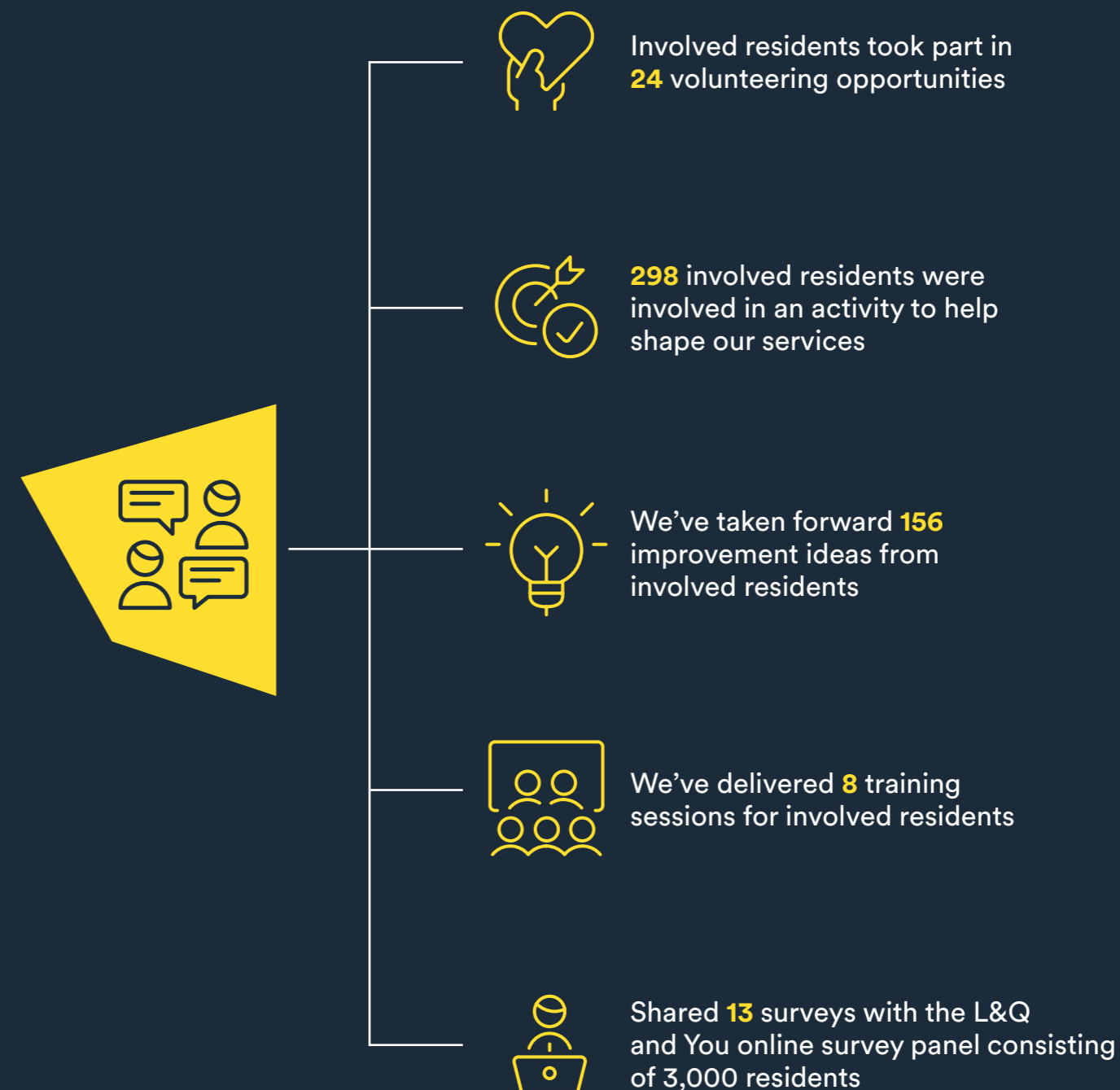
Anyone who is 18 years old or over and lives in an L&Q home can become an 'involved resident'.

Opportunities include:

- Join 3,000 other residents on our online survey panel: L&Q and You!
- Become a Resident Services Board member – these positions are advertised when existing panel members step down – let us know if you would like to be kept informed of opportunities
- Help us improve the style, tone and content of our communications with you
- Help us improve our approach to important resident services, like our complaints process
- Help us to recruit the right people for a diverse range of resident-facing roles
- Participate in workshops and focus groups designed to provide us with resident insight to help us improve our service
- Attend events, like the L&Q Assembly, taking place three times a year where residents receive an update on how we're doing, hold us accountable, and help shape our future priorities
- Learn from other involved residents through our Peer Learning and Training Programme, which provides residents with the opportunity to learn new skills, share best practice and connect with each other.



Since April 2024...



Turning resident insight into improvement

We work with residents to make a difference through projects, interactive events and feedback sessions. Your involvement has helped shape the way we work, and ensured that resident voices are heard across the business.

Here are just a few of the ways residents have got involved to help us improve this year:



Residents helped us identify the most commonly used language when describing repairs, which we used to design a tool to **help colleagues request repairs more accurately**.



Residents helped us to **improve our complaints processes** by reviewing our stage 1 and 2 complaint letters as well as our telephone conversations, to help us make sure residents feel listened to and confident that we'll put things right.



Residents helped to shape our approach to **communicating important fire safety information** and training for new Building Safety Managers.



Residents helped us to design guidance to make sure colleagues are correctly identifying, recording information about and **supporting people with additional needs**.



Residents helped us design a **new approach to the way we handle anti-social-behaviour cases**, helping us to identify that we needed to grow our network of specialists, and put more realistic handling timescales in place.



L&Q homeowners helped us put together **priorities for our new Managing Agents team**, and improve our service charge communications.



Residents helped us to **select new contractors** to deliver estate management services.



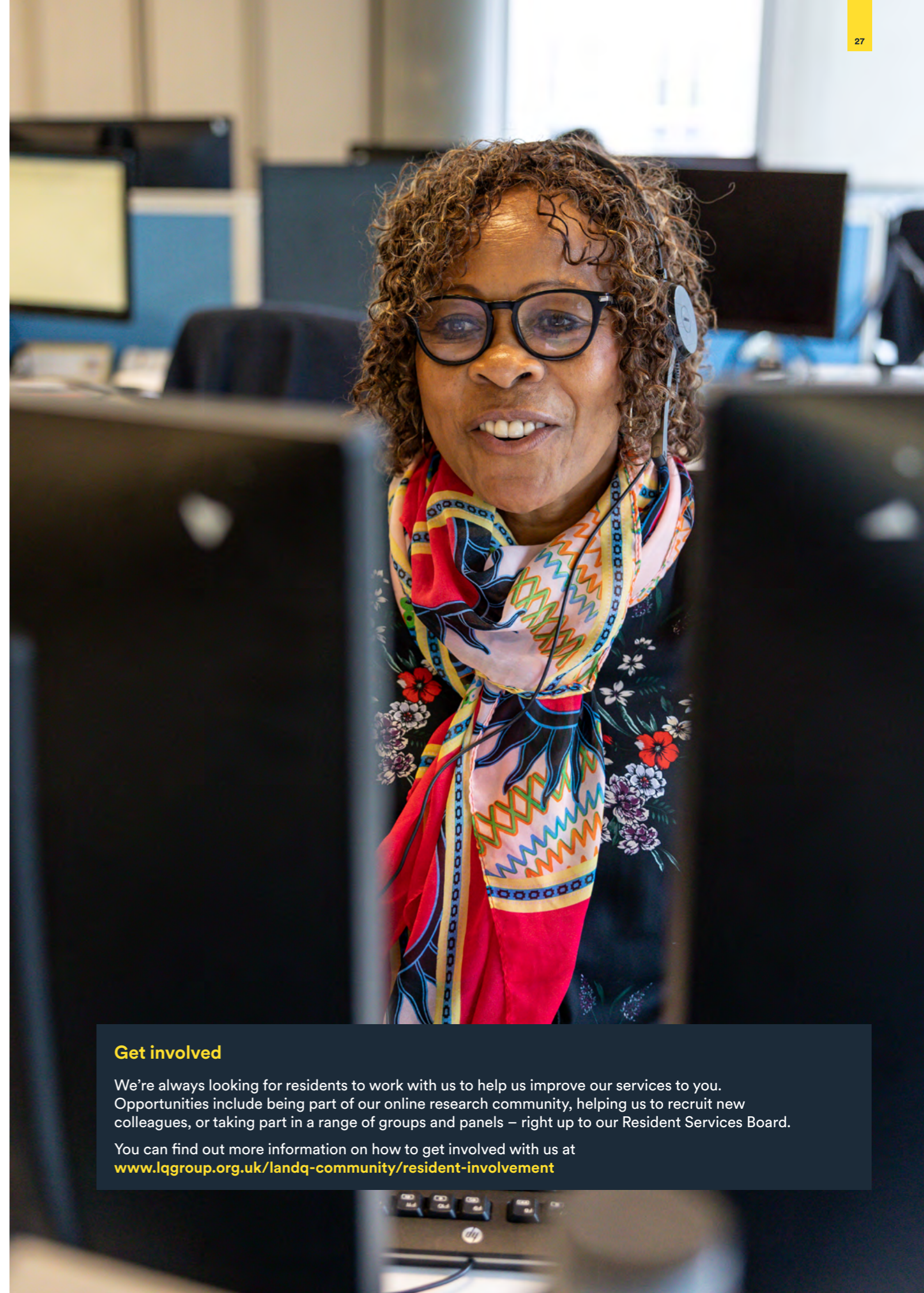
It's commendable that L&Q are offering opportunities like this as it offers the platform for residents to challenge and create better services. It also offers the opportunity to learn new skills, which you can take forward in voluntary roles or employment.



I have learned so much. I feel that joining this group and the resident community has been one of the most important and exciting things I have ever done.



Really pleasing to see the steps being taken, and so much potential for valuable improvements to be made to the leaseholder/shared owner experience.



Get involved

We're always looking for residents to work with us to help us improve our services to you. Opportunities include being part of our online research community, helping us to recruit new colleagues, or taking part in a range of groups and panels – right up to our Resident Services Board.

You can find out more information on how to get involved with us at www.lqgroup.org.uk/landq-community/resident-involvement

Supporting residents with additional needs

Our research has shown us that residents who are employed and identify as vulnerable (meaning that they may need additional care, support, or protection because of age, disability, or risk of harm) are more likely to be dissatisfied with their homes and the services we provide to them.

We are committed to making sure that everyone can use our services, no matter what your circumstances are. One way we can make sure this happens is by making reasonable adjustments where you need them. You can read more about this by clicking [here](#)



You can ask us to consider a reasonable adjustment by calling us on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.

Get in touch

You can get in touch with us any time by:

- Emailing us at contact@lqgroup.org.uk or contactnw@lqgroup.org.uk if you're a resident in the North West
- Calling us on **0300 456 9996** or **0300 777 7777** if you're a resident in the North West
- Speaking to your Neighbourhood Housing Lead.



Find out more ways to get in touch at www.lqgroup.org.uk/contact-us

Make a complaint

We'll always aim to deliver homes and services that meet your needs, but if you're not happy, you can make a complaint to us and we'll do our best to put things right.

You can use the online form at www.lqgroup.org.uk/contact-us/webforms/complaint-form, or by calling us on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.

Our complaints process has two stages:

Stage One

We'll acknowledge your complaint within five working days and send our decision within ten.

Stage Two

If you're not happy with our response you should let us know with your reasons why. We'll review your complaint and provide a full response and decision within 20 working days.

You can also contact the Housing Ombudsman Service for advice at any time during our complaints process. If you remain unhappy after our Stage Two decision you can also ask them for an independent review of your complaint:

Website: www.housing-ombudsman.org.uk

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk



Find out about more opportunities to have your say and help shape our services by clicking [here](#)

Translations and interpretation services

If you need to change the way we communicate with you, including document translation, braille, audio transcription or larger print, please contact us on **0300 456 9996**. If you're a resident in the North West, please contact us on **0300 777 7777**.

Once you speak to an Advisor, please let us know your chosen language and we will connect you to an interpreter who will assist you. For British Sign Language translation, please visit www.interpreterslive.co.uk/directory

Bu bilginin tercüme edilmesi için yardıma mı ihtiyacınız var?

Belge çevirisi, Braille, ses transkripsiyonu veya daha büyük baskı dahil olmak üzere size iletişim kurma şeklimizi değiştirmemiz gerekiyorsa lütfen **0300 456 9996** numaralı telefondan bizimle iletişime geçin. Kuzey Batı bölgesinde ikamet ediyorsanız lütfen bizimle **0300 777 7777** numaralı telefondan iletişime geçin.

Bir Danışmanla görüştüğünüzde size yardımcı olacak bir tercümana bağlanmak için lütfen seçtiğiniz dili bize bildirin.

আপনার কি এই তথ্য অনুবাদ করার জন্য সহায়তা প্রয়োজন?

আপনি যদি ডকুমেন্টের অনুবাদ, ব্রেইল, অডিও ট্রান্সক্রিপশন [প্রতিলিপি] বা বড় হরফে মুদ্রণ সহ আপনার সাথে আমরা কিভাবে যোগাযোগ করব তার উপায় পরিবর্তন করতে চান তাহলে অনুগ্রহ করে আমাদের সাথে **0300 456 9996** নম্বরে যোগাযোগ করুন। আপনি যদি নর্থ ওয়েস্টের বাসিন্দা হন, তবে অনুগ্রহ করে আমাদের সাথে **0300 777 7777** নম্বরে যোগাযোগ করুন। যখন আপনি একজন পরামর্শকের সাথে কথা বলেন, তখন অনুগ্রহ করে আপনার পছন্দের ভাষাটি আমাদেরকে জানান এবং আমরা আপনাকে একজন দোভাষীর সাথে যুক্ত করব যিনি আপনাকে সাহায্য করবেন।

هل تحتاج إلى مساعدة في ترجمة هذه المعلومات؟

إذا أردت تغيير طريقة تواصلنا معك، بما في ذلك ترجمة المستندات أو طريقة بريل للمكفوفين أو التدوين النصي للصوت أو الطباعة بحجم أكبر، فيرجى الاتصال بنا على الرقم **0300 456 9996**. إذا كنت من سكان المنطقة الشمالية الغربية **North West**، فيرجى الاتصال بنا على الرقم **0300 777 7777**.

بمجرد التحدث إلى أحد المستشارين، يرجى إعلامنا باللغة المختارة، لكي نوصلك بمترجم شفهي لمساعدتك.

اس معلومات کا ترجمہ کرنے میں مدد کی ضرورت ہے؟

اگر آپ کو ہمارا آپ سے رابطہ کرنے کے لئے آپ کے ساتھ بات چیت کرنے کا طریقہ تبدیل کرنا ہو، اس میں دستاویز کا ترجمہ، بریل آڈیو ٹرانسکرپشن یا بڑے حروف میں چھپائی شامل ہیں، تو براہ کرم ہم سے **03004569996** پر رابطہ کریں۔ اگر آپ نارتھ ویسٹ کے رہائشی ہیں، تو براہ کرم ہم سے **03007777777** پر رابطہ کریں۔ ایک بار جب آپ کسی مشیر سے بات کرتے ہیں، تو براہ کرم ہمیں اپنی منتخب کردہ زبان بتائیں اور ہم آپ کو ایک مترجم کے ساتھ جوڑیں گے جو آپ کی مدد کرے گا۔

Precisa de ajuda a traduzir esta informação?

Caso necessite de alterar a forma como comunicamos consigo, inclusivamente no que toca à tradução de documentos, braille, transcrição em áudio ou em letras grandes, contacte-nos através do número **0300 456 9996**. Se reside no Noroeste, contacte-nos através do número **0300 777 7777**.

Quando falar com um Assessor, diga-nos qual é a sua língua de preferência e faremos a ligação a um intérprete que seja capaz de ajudar.

Potrzuć Państwo pomocy w przetłumaczeniu niniejszych informacji?

Jeśli pragną Państwo zmienić sposób, w jaki się z Państwem komunikujemy, w tym tłumaczenie dokumentów, transkrypcje audio alfabetem Braille'a lub teksty z powiększonym drukiem, prosimy o kontakt pod numerem **0300 456 9996**. Jeśli mieszkają Państwo w północno-zachodniej części kraju, prosimy o kontakt pod numerem **0300 777 7777**.

Po rozmowie z doradcą prosimy poinformować nas o wybranym języku, a my połączymy Państwa z tłumaczem, który udzieli Państwu wsparcia.

¿Necesita ayuda para traducir esta información?

Si necesita cambiar la forma en que nos comunicamos con usted, incluida la traducción de documentos, la transcripción de audio en braille o una letra de tamaño más grande, póngase en contacto con nosotros llamando al **0300 456 9996**. Si reside en el Noroeste, póngase en contacto con nosotros llamando al **0300 777 7777**. Cuando hable con un asesor, indíquenos el idioma elegido y le pondremos en contacto con un intérprete que le ayudará.

ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਵੇਲੇ ਮਦਦ ਦੀ ਲੋੜ ਹੈ?

ਜੇ ਤੁਹਾਨੂੰ ਸਭੇ ਨਾਲ ਸੰਚਾਰ ਕਰਨ ਦੇ ਤਰੀਕੇ ਨੂੰ ਬਦਲਣ ਦੀ ਲੋੜ ਹੈ, ਜਿਸ ਵੇਲੇ ਦਸਤਾਵੇਜ਼ਾਂ ਅਨੁਵਾਦ, ਬ੍ਰੇਲ, ਆਡੀਓ ਟ੍ਰਾਂਸਕ੍ਰਿਪਸ਼ਨ ਜਾਂ ਵੱਡੇ ਫੋਂਟ ਸ਼ਾਮਲ ਹੋ, ਤਾਂ ਕਰਪ ਕਰਕੇ ਸਭੇ ਨਾਲ **0300 456 9996** 'ਤੇ ਸੰਪਰਕ ਕਰੋ। ਜੇ ਤੁਸੀਂ ਨਾਰਥ ਵੇਸਟ ਦੇ ਵਸਨੀਕ ਹੋ, ਤਾਂ ਕਰਪ ਕਰਕੇ ਸਭੇ ਨਾਲ **0300 777 7777** 'ਤੇ ਸੰਪਰਕ ਕਰੋ। ਇਕ ਵਾਰ ਜਦੋਂ ਤੁਸੀਂ ਕੋਸਿ ਸਲ ਹਕਾਰ ਨਾਲ ਗੱਲ ਕਰ ਲੈਂਦੇ ਹੋ, ਤਾਂ ਕਰਪ ਕਰਕੇ ਸਾਨੂੰ ਆਪਣੀ ਚੁਣੀ ਹੋਈ ਭਾਸ਼ਾ ਦੱਸੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਕ ਦੁਬਾਰੀਏ ਨਾਲ ਜੋੜਾਂਗੇ ਜੇ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰੇਗੀ/ਗੀ।

需要翻译这一信息吗？如果您需要改变我们与您沟通的方式，包括文件翻译、盲文、音频抄录或大字体印刷，请拨打**0300 456 9996**联系我们。如果您是西北部居民，请致电**0300 777 7777** 联系我们。在与我们的咨询人员沟通后，请告诉我们您所选择的语言，我们将为您联系一位口译员，为您提供帮助。



For more information

L&Q

T: (South East) 0300 456 9996

T: (North West) 0300 777 7777

www.lqgroup.org.uk