How L&Q performed in 2013/14

Resident satisfaction
- 78% were satisfied with L&Q’s overall service
- 1% higher than the average among residents of other large housing associations in London but lower than we would like
- 84% of residents were satisfied with the outcome of their enquiry

- 96% of complaints were dealt with within ten days
- 87.3% of residents were happy with how we dealt with their last repair
- 66% of our estates reached the gold standard for cleanliness and safety
- 1,251 residents in arrears took up our offer of financial advice

We are improving our services to make them quicker and more efficient for residents.
94% were given an appointment for when their repair would be done.

1,619 new kitchens were fitted this year.

1,971 new bathrooms were fitted this year.

68.6% of residents were satisfied that their rent provided value for money.

46.5% of residents said they felt we kept them informed of progress with their case of anti-social behaviour.

This year our own maintenance workers will start to work across the whole of London and the South East.

752 residents check how we perform and help us to raise standards.

We will improve how we recruit and train staff, so that we give customers the best service we can.

Improving this figure is a chief aim this year.

The full version of this report can be found on our website at www.lqgroup.org.uk. If you would like a copy sent to you by post or email, call us on 0800 015 6536 or email us at lqdirect@lqgroup.org.uk. We can also arrange to send you copies of this report in other languages or in audio, large print or braille versions.