



15 customers with experience of a disrepair claim took part in our survey to help us improve the process and make it fairer.

Housing disrepair is when essential repairs in a rented home are not carried out by the landlord. This can make a property unsafe or unfit to live in.

A housing disrepair claim is when a tenant formally raises that a landlord has failed to carry out required repairs. Often receiving advice and support from a solicitor or claims company.

What did you say

- **87%** of you tried to resolve the disrepair with us before making a claim.
- **73%** of you found it easy to understand your rights and how to make a claim.
- **74%** of you found the claims process clear.
- Just over half of you received advice or support from solicitors or claims companies during your claim.
- **60%** of you were contacted by a solicitor or claims company about making a claim.
- **73%** of you did not feel pressured into making a claim.
- **67%** of you felt Plus Dane was given a fair chance to fix the problem before the claim progressed.
- Once the claim was resolved **67%** of you were happy with your repairs.
- Most of you did not experience any problems as a result of making a claim.
- **73%** of you would make a claim again if needed.

What we will do

- ✓ By March 2027, we will look into whether disrepair issues can be handled through our complaints process, to make things simpler for customers.
- ✓ By December 2027, through our Homes Project, we will improve how we track repeat repairs so we can better spot issues and improve your repair experience.

The **Disrepairs voucher** was won by a Congleton customer.