





Review of the Repairs Policy May 2024


Why did we ask for your feedback?

We asked for feedback on how we **respond to emergencies**, our **criteria for major repairs**, who has the **repair responsibility**, **electrical fire changes** and **recharges** due to misuse or damage.



What did you say & what Changes will we make using your feedback?

151 customers participated in our **survey** to help us review & improve our repairs policy.

What you said	Actions we will take	Target Date
<p>90% of you agreed that 4 hours is a reasonable response time for us to attend an emergency repair. You also told us that emergency repairs should only be repairs that pose an immediate risk or danger to customers health or safety, or serious risk of damage to the home</p>	<p>We have updated the policy with new wording, to attend in 4 hours and make your home safe</p> 	July 24
<p>91% of you agreed that the categorisation for major repairs was correct</p>	<p>Major repairs categorisation is now included in the policy that went live in July</p>	July 24
<p>62% of you felt that 90 days to complete major repairs is a reasonable timescale. However, of those who disagreed 92% felt that 90 days was too long</p> 	<p>The length of time has been kept at 90 days, however we will review this when looking at Service Level agreements when we review the policy in 3 years time</p>	July 27
<p>57% of you disagreed that customers should be responsible for repairing and replacing dividing fences between neighbouring gardens</p> 	<p>We have agreed that the responsibility for this will remain with Plus Dane in response to your feedback. The new Repairs and Maintenance Policy has not included this change</p>	July 24
<p>82% of you agreed replacing and repairing toilet seats is the customers responsibility. However you highlighted a concern for customers with additional support needs</p>	<p>This will remain the responsibility of customers however we will replace toilet seats for customers with additional support needs who live in our homes</p>	July 24
<p>63% of you agreed to the proposal to change the electrical fires policy. Of those who disagreed 74% felt customers should have an alternative heating source and several customers mentioned the choice to heat one room only</p> 	<p>In line with our commitment to energy efficiency and reducing damp and mould issues, this will be implemented in the new policy. Switching to central heating rather than using one electric fire can significantly reduce energy bills, provide a consistent warmth within your home and help to reduce the instances of damp and mould. To support you with rising costs we provide lots of useful information on our website https://www.plusdane.co.uk/supporting-you/money-matters/coping-with-the-rising-cost-of-living/</p>	July 24

65% of you agreed that customers should be responsible for treating infestations (rats, ants, wasps etc) unless it is due to Plus Danes failure to comply with repair obligations	This has been added to repairs responsibility within the repairs policy	July 24
93% of you felt that those who install their own solid fuel fires without Plus Dane's permission, should be charged for sweeping their chimney to ensure it is safe.	This will be included in the recharge policy - due October 24	Oct 24
81% of you agreed that where it can be evidenced that a component needs to be replaced earlier than planned due to misuse or damage, the customer should be liable for the costs.	This will be included in the recharge policy - due October 24	Oct 24
85% of you would like to see the introduction of tea-time repair slots to enhance the repairs service. 	Your feedback will be fed into our home project plan, due to start in Oct 24. The project aims to make improvements to our IT systems , to improve the efficiency of our repairs service and improve the customer experience. Tea-time slots will give more flexibility for customers who are unable to make appointments in the working day	Dec 24

70% of you told us the one thing you would like Plus Dane to focus on. The top 4 comments include

Communication keeping you informed	We have set up a new homes project working with schedulers and team leaders with a view to introducing appointments at first point of contact and improve our communication around appointments and follow up works	June 25
Repairs waiting time, response to repairs & delays 	We are working on the catch up repairs and the repairs improvement plan to reduce wait times	Dec 24
Out of Hours improving our service 	We are in the process of planning a project . Your views will be fed into the review	Sept 25
Repairs standard including staffing issues	We will be Introducing an operative performance dashboard for satisfaction and quality of repairs to identify issues and common themes	Jan 25

For more information on this visit our website www.plusdane.co.uk