



Listening to Customers in 2025/26

Over the last year we have listened to you to hear your views on a variety of themes. The following are some highlights of what you have told us and what actions we agreed to do to improve services.



- **1288 of you** responded to our consultations
- **36 new customers** joined our groups
- We consulted you on **13** areas of improvement and held **9** digital meetings
- You suggested **75** service improvements following the consultations
- **236 new customers** joined Plus Dane Voices to regularly give us feedback on services, taking our total membership to **2,773 customers**

Accessible Services

You told us that, due to specific circumstances, it can sometimes be difficult to attend an in-person viewing, so we can offer an **interactive video call** to make sure you're still able to view a potential new home and ask questions in real time.

Keeping You Safe

You told us you wanted to feel safer in your home, so **we've improved the safety measures we offer**. In some cases, **we've also installed CCTV cameras** to help improve security at the rear of properties.

Improving Our Services for You



You told us repairs were taking too long, so **we've cut the average routine repair time from 35 days to under 20 days**. We've also **launched a new repairs system**, with text updates, alerts when operatives are on the way, and easier appointment changes.

You told us you were concerned about damp and mould, so **survey reports now go straight to our Healthy Homes team**, who follow up to make sure action is taken.

You told us you were struggling with rising energy costs, so at The Clocktower, Derby Court, Heath View and Treetop Court **we've brought in a heat network specialist to help improve efficiency and keep energy use as low as possible**.

You told us the door entry systems in communal blocks weren't always working as they should, so **we've arranged regular servicing to improve reliability and help reduce faults and call outs**. We will be **using the feedback from customers to design customer safety booklet for blocks**.

You told us the flooring in communal areas needed improving, so after speaking with you at the Ribble Road community environmental event, **we worked with our assets team to replace the flooring in shared blocks**.

You told us communal cleaning needed to improve, so **we brought the team in house and added QR codes in communal areas** so you can quickly report any issues.

You told us the dishwashers in sheltered housing schemes were too complicated and unreliable, so **we replaced them with simpler domestic dishwashers** that are easier to use.

Communicating with You



You told us you didn't like receiving emails from us late in the evening. We have listened and now **only send emails during working hours from 9am til 6pm and Saturday mornings**.

You told us you want clearer information when new technology is installed in your homes, so **we've introduced new ways of working to make sure we listen to customer representatives and learn from their experience**. This helps us **better understand how new technology works in practice**, such as communal electric charging points.

You told us that you wanted to be kept up to date on legislation. When there are significant changes to legislation affecting leaseholders' **information and updates will be added to PD's website** and in **future editions of Leaseholders newsletters**.

You told us the name 'Stock Condition Survey' wasn't very clear, so **we've changed this to 'Home Quality Assessment'** to better reflect what it's about.

You told us service charge information can be hard to understand, so **we're working with our communications team to make service charge statements clearer and easier to read**, showing exactly what you're paying for and why.



Listening to You



You told us you want to see more real stories from real people so, **we've increased the number of human-interest stories in Unity**. These were featured in the Spring edition and **will continue to be included and developed** in future editions and other publications.

You told us complaint responses need to improve, so **we centralised our complaints team** to helping **improve the customer experience**.

You told us we could do more to make it easier for everyone to share feedback. So, where it's suitable, **we'll include some phone calls alongside our online surveys**, to support customers who aren't confident using digital services. We've also **set up customer groups to help us take a closer look at key areas** such as communications, sustainability, service charges and leaseholder services.

You also asked for more space to add comments, so **we've expanded the comment boxes in our surveys** so you can share more detail.

You told us you wanted clearer information about how we're performing, so we've **added more detail to our quarterly performance report** on our website. You can also now **see how we're doing against the Tenant Satisfaction Measures**, all in one place online.

You told us you wanted a stronger customer voice in procurement, so **customers have helped shape specifications and key performance indicators**. We're also **arranging a visit to Magnet Kitchens** for the upcoming retrofit programme, helping customers choose kitchen products.

Supporting You



You told us how important it is to have support that works for you, so from October 2026 we'll be **offering support in a way that suits you** – by video call, telephone or face to face, either at home or in our offices. We've also **made it easier to get help** by promoting our direct welfare number and a simple self referral option through our customer portal.

You told us you wanted clearer, more helpful information when moving into temporary accommodation, so **we've created an easy to understand tenancy guide** to support you through the process.

Improving Your Environment



You told us more needed to be done to improve the neighbourhood in Runcorn, so **we set up a customer task and finish group, carried out a walkabout to identify hotspots**, and have already seen improvements in the area. **We'll keep working with customers and our environmental services team**, with a community tidy-ups planned for 2026.

You told us that you wanted Plus Dane to look at supporting existing green projects rather than creating new ones. **We have begun working with local communities** to develop green projects in Castlefields and Liverpool 8.

