

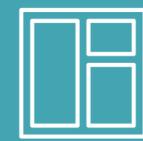
working together

Plus Dane Housing Annual Report 2017 | 18

our performance

we installed
OVER 141 
major aids & adaptations

we installed
362 
new bathrooms

253 
homes received
new windows & doors

we installed
756 
new heating systems

13 DAYS 
average time for
completing a repair
- including emergencies
(our target was 14 days)

we installed
546 
new kitchens

we completed
788
cyclical decoration
works

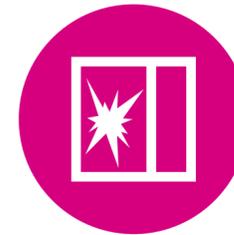
We invested over
£9.5m
improving & maintaining
our homes


working together


we completed over
5,500
new home
applications through
Help to Buy North West


we helped
41
households into
homeownership


Plus Dane built
144
new affordable
homes


we investigated
274
anti-social behaviour
cases in 2017/18


100%
of anti-social behaviour cases
were responded to within
our target times

working together



87.6%

of our customers are happy with the services we provide as their landlord
(our target was 90%)



88.6%

of our customers are happy with their neighbourhood
(our target was 92%)



48.6%

of complaints were resolved through discussion with customers
(compared to 30% the previous year)



98.4%

of complaints were resolved following investigation
(compared to 95.5% the previous year)



99.9%

of our homes have a valid gas safety certificate
(our target was 100%)



88.3%

of our customers are happy with our repairs service
(our target was 94%)



91.3%

of our customers are happy with their home
(our target was 90%)



thanks to working with our regulators we successfully upgraded to

G1 V1

status at the end of 2017/18.

The highest possible regulatory judgement.

We set our own performance targets for all services we deliver.

Our targets are set with past performance in mind, and are designed to challenge our teams to keep improving the services they deliver.

If a service is achieving its targets, we will review and increase these targets as appropriate. However, if a target is not being met, we will investigate the reasons why and make any changes to the service that are necessary to improve performance.

Working together with our customers



we received views on

11

different
service areas



we produced

3

editions of
Unity magazine



1,100

customers are
signed up to
Plus Dane Voices



customers tested
our new automated
telephone system



360

customers have
provided their views on
changes we need to
make to our services



we produced
this annual report



we simplified our
complaints
process



we increased the time limit for
mobility scooters being left in
communal areas



we established a seven
year programme for
communal decoration

working together



we improved the process
for customers who wish
to make alterations to
their homes by
committing to make a
decision on all applications
within 28 days



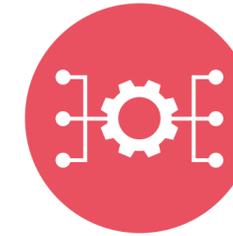
we made our
anti-social behaviour
policy easier to read
& produced a short
guide to the policy,
available on
our website



anyone reporting
anti-social behaviour
will now have a
dedicated member
of staff to
support them



we began to carry
out visits within
six weeks of a
customer moving
into their home



our housing & income
service implemented
a system that sees
callers put straight
through to specially
trained Tenancy
Management Advisors



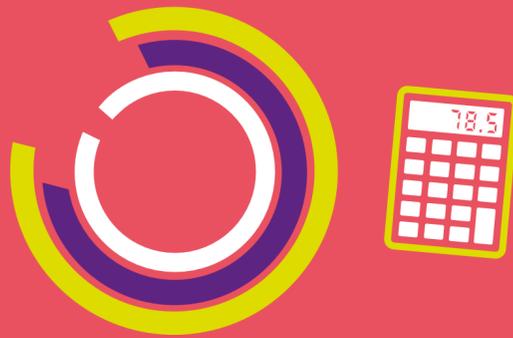
we created the
Plus Dane Standard for
Homes, ensuring that
we will maintain your
home to a higher
standard than expected
by government

our finance



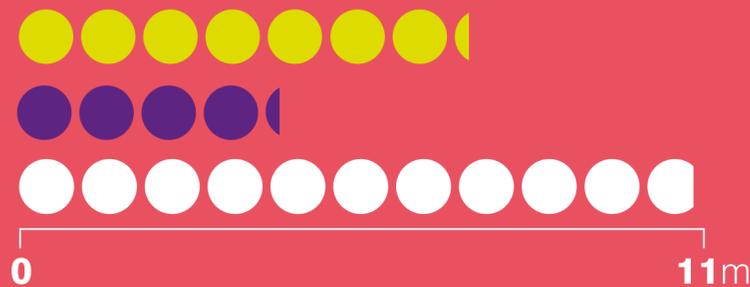
turnover

target
£80m
actual 2017/18
£78.5m
2016/17
£94.4m



surplus after tax

target
£7.3m
actual 2017|18
£4.3m
2016|17
£10.9m



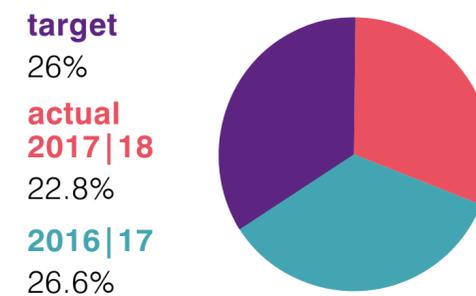
operating surplus

The amount of money after operating costs are deducted



overall operating margin

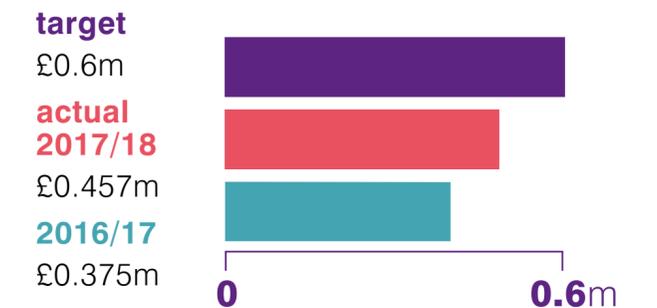
The surplus generated as a percentage of turnover



working together

bad debt & bad debt provision

The amount we set aside for unrecoverable debts



cost per unit to manage & maintain your home





working together

Plus Dane has developed a lessons learnt framework to ensure that we continue to learn from complaints and improve how we deliver our services.

In response to feedback from customers we have revised our complaints and customer feedback policy and trained our colleagues to support them to:



take ownership of complaints



resolve issues at first contact where possible



communicate more clearly

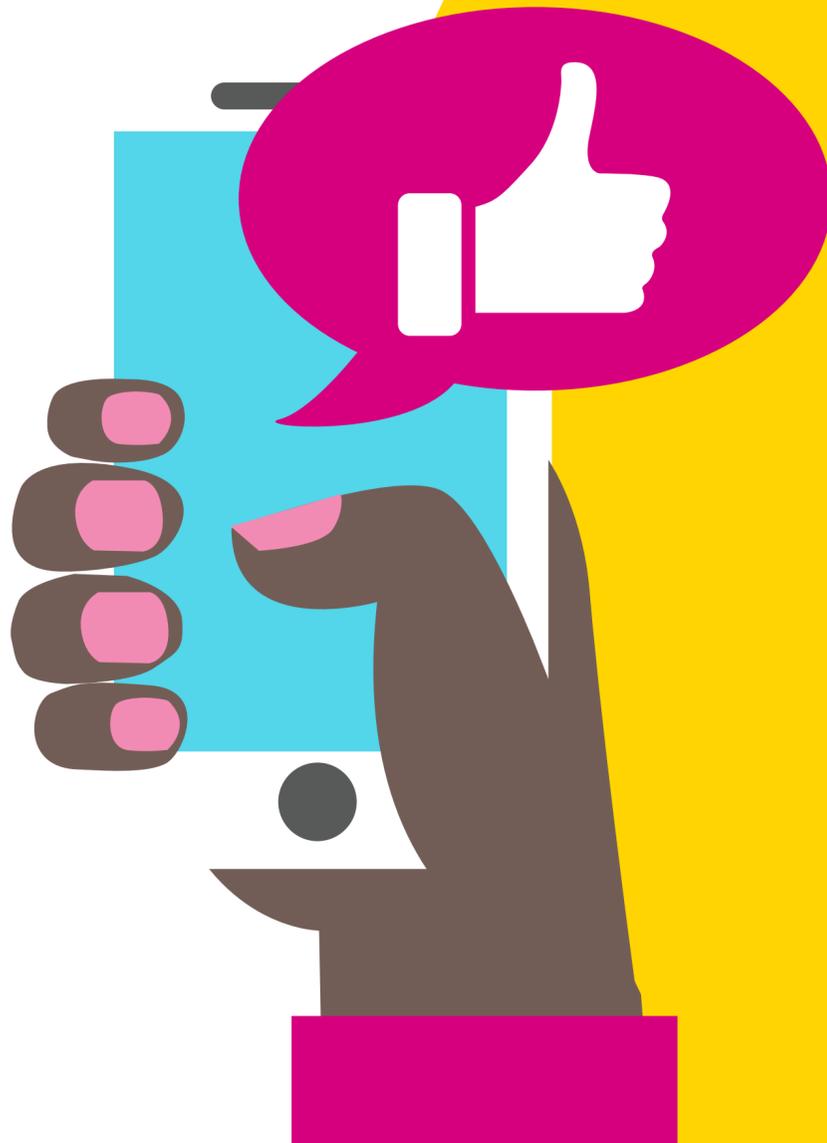
The majority of complaints we receive year on year relate to our repairs service which carries out over 40,000 jobs each year.

35%

of repairs complaints related to administrative & systems error

21%

of repairs complaints related to communication



We have reviewed customer feedback and worked closely with our Scrutiny Panel and have made the following improvements:



simplified repairs diagnosis at point of reporting



clearer text messages to confirm appointments



established clarity between the roles of the scheduling & customer access teams

we are developing "self-help" guides for simple maintenance hints & tips, such as bleeding radiators & boiler pressure.

