

Plus Dane VOICES

We asked...

customers living in our homes to help us shape and improve the rechargeable repairs process



We received **180** responses **thank you** to all customers who took part

what is a rechargeable repair?

a repair we or a contractor carry out to make good damage caused **willfully** or by **neglect** by the resident, their family, visitors or pets



82% of you agree that **Plus Dane** should **not carry out** any **rechargeable repairs** unless payment is received in advance or a payment arrangement is in place



what we're going to do



no **rechargeable repairs** will be carried out unless advance **payment/ payment** arrangement is in place except in emergency circumstances

a list of **valid exceptions** to being **recharged** will be made available to both customers and colleagues

you will be given **28 days** from the date permission is given to carry out the repair work yourself at your own expense

we will **charge** for emergency rechargeable repairs **5 days after** the date of the repair - any financial difficulties will be looked at on an individual basis

we will upload **full list** of **rechargeable repair costs** on our website and review it annually

56% of you think there are **exceptions** to us charging for a **rechargeable repair**

75% of you feel that **28 days** is a reasonable timeframe to carry out repair work at your own expense.

60% of you agree **5 days** is a reasonable timeframe for an invoice for payment to be raised following an **emergency rechargeable repair**



you told us that the list of **rechargeable repairs** should be **available** on our **website** or shared via **text**



due to the current financial climate we will **not apply** a **10% admin fee** for not paying in advance for rechargeable repairs

This will be this will be revisited in July 2021

52% of you were happy to pay this

