HomesHub by Plus Dane

Customer Newsletter

Summer 2026

Dear customer,

Welcome to the HomesHub customer newsletter 2026.

Once a year we share the latest updates and news which we hope you will find interesting and useful too.

Thanks for taking the time to read our update...



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Tenant Satisfaction Survey

In November and December 2025 all shared owners were contacted by Acuity so that we could get our customers' feedback on how we are doing. The satisfaction survey is undertaken every two years, in line with the Regulator of Social Housing's requirements. We are aiming for it to be a good way to understand how we can shape our services to you.

This survey is only conducted with our shared owners, but we think the outcomes will benefit all our customers and communities.

We wanted to take the opportunity to let you know the outcomes of the survey:

- **42.6%** overall satisfaction from our customers
- **71.7%** felt their home is safe
- **34.7%** felt we listen and act on customers' views
- **45.5%** felt we kept customers informed
- **49.4%** felt we treated customers fairly
- **33.3%** were satisfied with how complaints are handled
- **41.7%** felt the communal areas were clean
- **33.6%** understood our contribution to neighbourhoods

(From 851 homes, 188 surveys were completed)

- **35.8%** were satisfied with how we handle anti-social behaviour
- **40%** found the service charge difficult to understand
- **40%** of customers are unhappy with their communal repair
- Customers who live in a flat are more satisfied than those in a house
- Customers on the new model shared ownership lease are more satisfied than those who have the older shared ownership lease..

You said, we did...

We wanted to let you know what changes we have made so far, to improve our services to you.

- For the end of year accounts this year we have provided the accounts in a more user-friendly, booklet format. We hope that this will make the costs to you and your home clearer. To build on the information we share with you, the booklet contains details on the services to your home. We hope you find the booklet clear and informative. We would welcome any feedback you have on the new booklets.
- We have brought communal cleaning in-house, meaning that we now directly employ the cleaners who provide this service. We hope you have seen an improvement in the service over the past 9 months and we would welcome any feedback you have for us.
- Regarding the repairs to our homes we have improved the way we manage some communal repair services by introducing new contractors and better reporting tools. Faster job updates, photographs and progress information help us monitor repairs more effectively and put us in a better position to keep customers informed.
- We have seen a rise in anti-social behaviour mainly around parking, fly-tipping and neighbour nuisance. We have highlighted this in our ASB section below and included how Plus Dane can assist you with this.

We have already shared the outcomes of the survey with the Leaseholder Forum. The members of the Forum suggested that we might receive more responses to our next survey if we conducted it in January or February. We have agreed with this suggestion and we have moved our next satisfaction survey, which will be issued in January/February 2028.

Anti-social behaviour (ASB)

Depending on the circumstances of ASB, Plus Dane may not be the most appropriate organisation to contact, for example if there is a danger to life. However, we would always recommend that you make us aware of any anti-social behaviour. If you are unsure, then get in touch with us, we are here to help. Where customers are not behaving in a manner which we feel is in line with their lease or tenancy agreement we will ensure the necessary steps are taken to resolve the behaviour.

If you are not sure what is considered ASB or how to report it then check out our ASB toolkit, FAQ's and Good Neighbour Guide on our website. Just search ASB on www.plusdane.co.uk





ASB - Parking

In some of our developments customers have the benefit of parking spaces which are allocated to their home. If you are finding that other customers, or their visitors are parking in your space we would ask that you speak with your neighbour about this. You can review and refer to our good neighbour guide as discussed above/on this page. Alternatively, you may wish to leave a friendly note on the vehicle requesting that they don't park in your space. If you know who is parking in your space then we can support you with this.

ASB - Fly-tipping

Fly-tipping can cause fire hazards and issues with vermin. When customers do not dispose of their items appropriately we have to step in to ensure that the communal areas are kept clean. Every time we clear away rubbish there is a cost for us doing so, this means that unless we can identify who the items belong to, the costs are charged to the service charge which means a financial impact to all customers who pay a service charge.

ASB - Neighbour nuisance

If you feel that your neighbour is not acting appropriately and feel harassed or intimidated, you should always report this to the police. They are the most appropriate authority to respond to such issues.

ASB - Noise nuisance

If you feel your neighbour is causing a noise nuisance please report this to your Local Council's Environmental Health team. They can take the necessary steps to resolve this.

Legislative updates

Renters‘ Rights Act

The Renters‘ Rights Act came into effect on 1 May 2026. At the moment the changes are applicable only to our Market Rent homes. All other changes to our homes are likely to take effect in October 2027 however we are keeping up to date on Government guidance regarding this.

We wrote to all shared owners in May to make them aware of these changes, this will be applicable if their home is being sublet.

Leasehold and Freehold Reform Act:

Since our newsletter last year there hasn‘t been any significant updates, this is due to the legal challenge which has been made against the changes. Whilst the people and organisations lost their initial challenge they are now seeking to be heard in the Court of Appeal. Once we are aware of any updates we will let you know.

Commonhold

Commonhold is still the tenure of choice moving forward and ties in with the banning of all leasehold homes. The latest guidance is that commonhold will come into effect around 2029.



Resident Portal

All customers now have access to our online portal. In order to register you will need a personal reference number and unique activation code, which we have sent you by text, email, post or a combination of the two – depending on your preferred method of contact that we have for you on our system.

If you cannot find your personal reference number or unique activation code, please contact us and we‘ll be able to help get you set up!

Gas safety

For shared owners and leaseholders, it is your responsibility to make sure that your gas equipment, such as your boiler, kitchen appliances and fires are safe. You can do this by having an annual gas safety check carried out, and by servicing your equipment regularly. We recommend this is done annually. To find a local Gas Safe registered engineer near you, visit: www.gassaferegister.co.uk

Electrical safety

For shared owners and leaseholders, it is your responsibility to make sure that the electrical wiring to your home is safe. We would recommend that you have an electrical safety check carried out on your home every 5 years. To find a local electrician near you visit https://niceic.com/find-a-tradesperson/







Adaptations policy

We are updating our adaptations policy to align for all of our homes. If you are considering updating your home we would encourage you to read the updated policy so that you know when you do and when you don't need to seek our permission. If you do need our permission to carry out work please let us know and we will send you the appropriate home improvement form. If you do not obtain our permission for work and you are required to do so under the terms of your lease or tenancy we may ask you to pay for the cost for reinstatement. The refreshed policy will be available on our Policy Hub on our website soon. You will be able to find it on this link HERE

Repairs to your home

When you need to carry out work to your home you may not know who to contact. Trustmark holds a registry of local contractors who are accredited to Trustmark. By visiting their website you can find a variety of trusted local contractors: www.trustmark.org.uk

Staircasing

If you are interested in buying more shares in your home please take a look at the information on our website or contact us on info@homeshub.co.uk

New homes

Please have a look at all of our new or resale homes for sale on our website under 'Find a Home' -





Coping with the rising cost of living

Important costs like gas, electricity, fuel and food are rising steeply. It's a real worry and is affecting many people across the country. We've pulled together some advice, tips and resources to support you and these pages will be updated regularly with the latest advice and help.

The headings below will take you to the relevant page on our website...

Help in a crisis

Food

Energy

Water

Budgeting and money issues

Help with household bills

Stress and anxiety

Please add com***@***uk to your address book or safe sender list so our emails get to your inbox. Plus Dane .
Report Abuse | Unsubscribe | Edit Profile