

Dear Customer

Home Quality Assessment Survey

We recently visited your home to carry out our home quality assessment survey, but unfortunately, you were either not at home or you did not let our surveyor into your home.

Why do I need a home quality assessment?

We are required to undertake this assessment survey to make sure our homes meet the Decent Homes Standard, which is a legal requirement for all housing associations. The information gathered helps us plan future investment programmes for things such as bathrooms, kitchens, roofs, windows and doors and is also designed to make sure your home is a warm, safe place to live.

If we are unable to access your home to carry out this quality assessment survey it could mean that you miss out on upcoming investment programmes, or investment in your home is delayed and deferred to a future programme.

This assessment is important in keeping you safe, **there is a clause within your tenancy agreement explaining that you must allow Plus Dane or our approved partners into your home to complete them.**

We know most customers understand the importance of this assessment and will let us in to complete them. However, if we are unable to complete the assessment after 3 attempts, we can take legal action. If we have to take legal action to access your home legal costs will be passed on to you. This could cost up to £2,000 depending on how far the legal action progresses.

We only need access to your home for a short time to complete an assessment of the condition and make sure your home is safe. If you have any concerns or feel anxious about letting anyone from Plus Dane into your home, please get in touch so we can support you. We understand that you might be unavailable when we drop by. Therefore, can I ask you to please contact our Customer Team on 0800 169 2988 to arrange a suitable access time that works for you.

Yours sincerely

Dennis Lally
Head of Assets & Delivery