

# Customer Newsletter

Summer 2025

## Capturing customer information

### 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!

**Here are some of the things you can do now through the portal:**

- Report a repair
- Make rent and service charge payment
- Change personal details
- View occupancy information
- Upload documents
- Download rent and service charge statement
- Make requests to Plus Dane e.g. permission for a pet, alterations to your home

For help using our portal, visit our website and go to 'You and your home' > 'Guide to our customer portal' or **scan the QR code.**



### Equality, Diversity, Inclusion (EDI) information

At the start of any new occupation of a home we will ask you for information to better understand your needs, make sure we provide appropriate services and to meet the requirements of the Regulator for Social Housing. Whilst we are required to ask for this information you are not obliged to share it with us, it's your choice.

To ensure our services are tailored to your needs, we kindly ask that you provide this information via our secure online portal. It should only take a few minutes to complete. If you're unable to access the portal, we'll offer you the opportunity to provide the information the next time you speak with a member of our team.

There are a number of questions we will ask. For example, there will be a question/s about disabilities. This information is especially useful in the event of a fire in your home or to enable us to make suitable arrangements for appointments with you.

If there is information you do not wish to share please select 'Prefer not to say' for your response.

# Changes in legislation



## Renters Rights Bill

The main changes which will impact Homeshub's customers are:

### For customers who rent their homes through us

Your tenancy will become an **Assured Tenancy**. What does this mean for you?

There are two main areas we want to highlight:

1. You will be required to give us two-months notice to end your tenancy rather than one month
2. If you have a new tenancy which has an initial 6-month tenancy period, this will no longer be applicable and your tenancy will continue forward month on month

### For customers who have bought through shared ownership

You will be identified as **Leaseholders** rather than **Tenants**. How will this affect you? The main change is how we collect any **arrears**. If a customer has an arrear, instead of serving customers with a **Notice of Seeking Possession**, we will be seeking a **money judgement through the Courts**, this could take the form of a **County Court Judgement (CCJ)**. This is the same as Leaseholder arrears collection, and is known as **forfeiture**.

### Pet Ownership

**For tenants:** Pets will be allowed in your home.

**For shared owners and leaseholders:** Pet ownership will be granted in line with your lease.

### Awaab's Law – Damp & Mould Regulations

Awaab's Law comes into force **October 2025**, introducing additional regulations for the management of damp and mould in homes occupied by tenants.

For more information on what this means for landlords and housing associations, scan the QR code to see the Gov/UK latest information.







## Leasehold and Freehold Reform Act 2024

The Government has proposed changes to the way lease extensions are handled. Here's a quick summary of what may be changing, and what it means for you.

### Lease Extension Terms

Currently, leaseholders can extend a lease by:

- **50 years for houses**
- **90 years for flats**

These are added to the time remaining on your current lease.

Under the proposed changes, **all future lease extensions could be for an additional 990 years**, regardless of property type (this may be restricted by the lease Plus Dane holds if we don't own the freehold).

### Marriage Value and Valuation Costs

At the moment, when you extend your lease, you must pay something called marriage value—this is the difference in the property's value before and after the lease extension. You also have to pay for the lease valuation.

The new proposals suggest that **marriage value and valuation costs will no longer be payable** in future lease extensions instead set fees are being discussed by Government.



These changes are not yet law. Until the legislation is officially passed by Parliament, we are still legally required to recover all current costs (including marriage value and valuation fees) from any customer wishing to extend their lease.



### What Happens Next?

- We will be contacting all customers whose leases have **90 years or less remaining**, so they are fully informed.
- For customers who pay a service charge, **we'll be providing clearer breakdowns of all associated costs**.
- The new law will also aim to make it **easier for leaseholders to take over the management of their building** (known as the "Right to Manage").
- If you have any questions, please don't hesitate to get in touch.



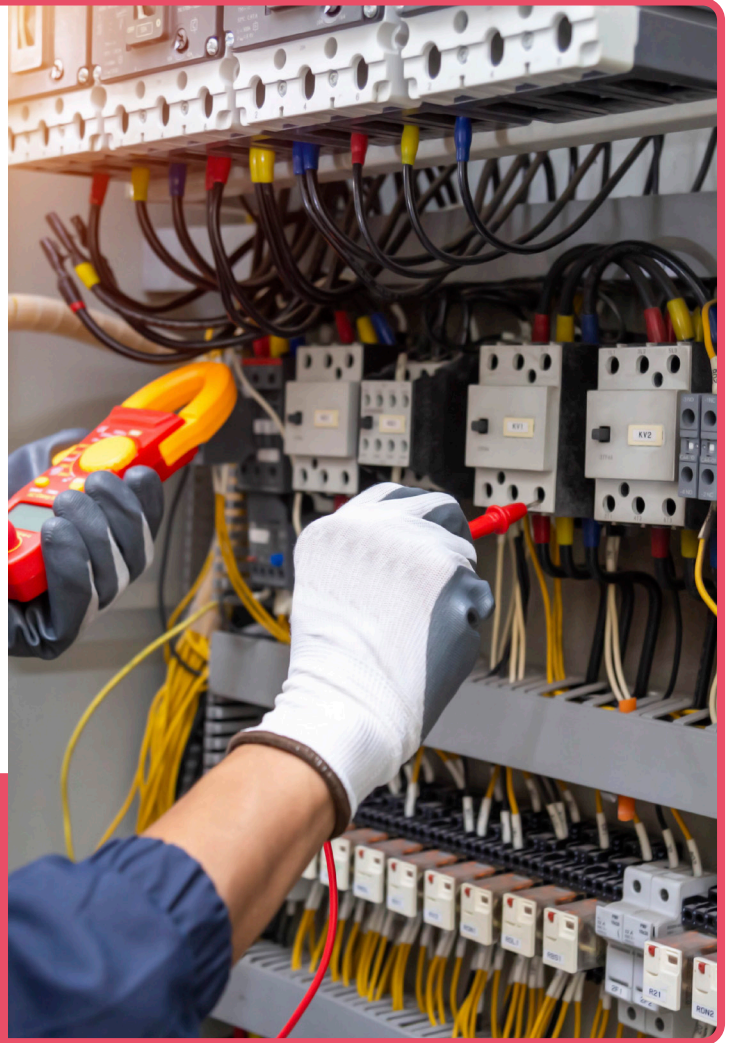
## Electrical safety checks

Under current legislation, every communal area and tenanted home is required to have an electrical safety check. Safety is our number one priority, and the Government also wants to ensure that all customers are safe in their homes.

Recently, the Government has consulted on extending this requirement to leaseholder-owned homes as well. While this is not yet a legal requirement, we believe the safety of you, your family, and your neighbours is essential.

We recommend that an electrical safety check is carried out on your home every five years. If your home is older than five years and you have not yet had this check completed, we kindly ask that you arrange to have it done.

To find an NICEIC registered electrician in your area, please visit: [niceic.com/find-a-tradesperson](https://niceic.com/find-a-tradesperson) or **scan the QR code** provided to access the site quickly.



## Leaseholder and service charge forum

We are looking for a panel of shared owners and leasehold customers to join us for regular digital meetings held on Microsoft Teams. The panel will meet four times a year to take part in broader conversations about home ownership and service delivery.

Two of the meetings will focus specifically on issues relevant to leaseholders and shared owners. The other two meetings will concentrate on service charges and will also include tenants who contribute to these charges.

Your input will play a key role in helping us shape and improve the services we provide in the future.

If you're interested in getting involved, please contact: [engagement&partnerships@plusdane.co.uk](mailto:engagement&partnerships@plusdane.co.uk)



# Repairs to your home



## Repairing Obligations

**Your repair obligations will vary depending on whether you own a house or a flat.**

If you own a flat you will be responsible for the upkeep and maintenance of the internal parts of your home. Plus Dane is responsible for the communal areas. The lease will determine who is responsible for the windows and front door to your home.

If you own a house you will be responsible for the upkeep and maintenance of all of your home. Unless you have a new model shared ownership lease. You will have been made aware of this when you bought your home.



## Reputable Contractors

**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](http://www.trustmark.org.uk)  
or **scan the QR code**.



## Repairs for a new shared ownership model lease home

For the first 10 years after you move into your home, Plus Dane is responsible for certain types of repairs. Here's what's included and what you need to know:

### What Repairs Are Covered?

#### • **Essential External Repairs**

We cover important repairs to the outside of your home – such as the walls, roof, and structural elements.

*Note: General maintenance or redecorating is not included.*

#### • **Qualifying Repairs** (as listed in your lease – **Schedule Six**)

These include:

- Repairs to keep **water, gas, and electricity installations** in working order. (This includes things like sinks, toilets, and baths – but not other fixtures, fittings, or appliances.)
- Repairs to **heating systems**, including space heating and hot water systems.

### Financial Support

If you have a qualifying repair, **Plus Dane will contribute up to £500 (per year)** towards the cost.

### What You Need to Do?

- You must tell us about the repair before any **work is carried out**.
- We need to **authorise the repair** in advance.
- All work must be done by a **TrustMark registered contractor** (this makes sure the work meets government-endorsed quality standards).

If you're unsure whether your repair qualifies or how to proceed, please contact us—we're happy to help.





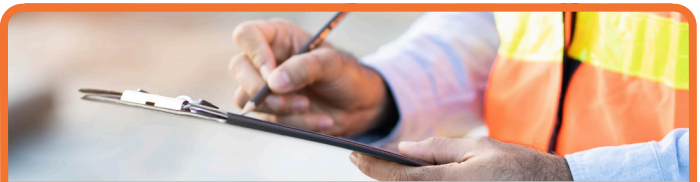


## Gas Safety

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](http://www.gassaferegister.co.uk) or scan the QR code.



## Building Insurance

For shared owners and leaseholders, building insurance is included within your service charge.

If your home has been damaged by:

- Fire
- Flood
- Vandalism
- Storm damage

You can make a claim with our insurers.

You can find the cover summary, contact details, and policy number on our website under 'You and Your Home' > 'Homeowners' > 'Other Documents' or by scanning the QR code.



There will be an **excess of £100** to pay for any successful claim.

*(Please note that this is not Contents Insurance and contents are not covered under Buildings Insurance)*

## Home Improvements

If you have a shared ownership lease you may require our permission to carry out certain work/improvements to your home.

### What needs to be applied for?

- Any works to gas, electricity or water supply
- Building a conservatory
- Building an extension
- Installing a new bathroom, shower or kitchen
- Replacement of windows or external doors
- Carrying out structural work
- Installing solar panels

### What does not need to be applied for?

- Redecoration
- Replacing internal doors

### When would we not grant permission?

- Replacement windows or entrance door if you live in a flat where Plus Dane is responsible for the upkeep and maintenance
- An extension if you live in a flat
- Any structural alteration if you live in a flat
- Building a shed, greenhouse, conservatory, extension, decking, patio or anything else which would sit on communal land
- Improvements to any communal parts of a building

# Living within your community



## Anti-Social Behaviour

**We know it can be tough if you're dealing with anti-social behaviour (ASB) in your area.**

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.

Unsure what counts as ASB or how to report it?  
**Scan the QR code** or search 'ASB' at [www.plusdane.co.uk](http://www.plusdane.co.uk) for guidance and support.



## Noise Nuisance

**If a neighbour is causing a nuisance or affecting your health—such as loud noise, smoke, or a build-up of rubbish—you can contact your local council for help.**

The council's environmental health team is responsible for investigating statutory nuisances.

Where possible, try speaking to your neighbour or using mediation before reporting it.

For more information,  
**scan the QR code.**



## Parking Issues

**In some of our developments, customers have the benefit of parking spaces allocated to their home.**

If you find that other customers or their visitors are parking in your space, we encourage you to have a polite conversation with your neighbour where possible, as this often helps to resolve the issue quickly.

Alternatively, you may wish to leave a friendly note on the vehicle, kindly asking that they avoid parking in your allocated space in future.

If the problem continues or you know who is parking in your space and would prefer not to approach them directly, please let us know. We're here to support you and can help in finding a suitable resolution.

## Buying more shares in your home

**Buying more shares in your home is known as staircasing.**

To learn more, visit the Staircasing page on our website by going to:  
'You and Your Home' > 'Homeowners' > 'Staircasing',  
or simply **scan the QR code** for quick access.



# Thinking of selling your home?

## Shared Owners

If you're a shared owner and are thinking about selling your home, we have a dedicated webpage to guide you through the process.

You can find it on our website by going to:  
You and Your Home > Homeowners >  
How do I sell my shared ownership home

Alternatively, you can **scan the QR code** to go straight to the page.



## Leaseholder and Freeholders

If you are a leaseholder or freeholder and you are thinking of selling your home please let us know by emailing us on [info@homeshub.co.uk](mailto:info@homeshub.co.uk)



## Estate Services

### Communal Cleaning

For customers who receive this service from us, please be aware that Plus Dane now uses its own in-house contractors to carry out this work. We hope you've noticed an improvement over the past few weeks. However, if you'd like to speak with us about the service, please give us a call so we can try to resolve any issues.

If things don't improve or you'd prefer to leave feedback, you can do so by visiting our website via the 'Contact us / Feedback and Complaints' section or **scan the QR code**.



### Gardening and Window Cleaning

We'd love your feedback on our services. You can speak to your Leasehold Officer or **scan the QR code** to leave comments on our website under 'Contact us / Feedback and Complaints.'



## Managing Agents

For customers who live on larger estates, where there are private homeowners, the upkeep and maintenance of the communal areas will be the responsibility of a Managing Agent. The Managing Agent is employed by the Management Company or Freeholder. Plus Dane does not employ the Managing Agent but we do have the direct relationship with them. Your relationship will remain with Plus Dane until you acquire the Freehold (for houses) or Leasehold (for flats). If you are unsure if this applies to you, and you have an issue, then please contact us.



# Are you looking for a new home?



Please have a look at all of our new or resale homes for sale on our website – 'Find a home' > 'Homes to buy' or **scan the QR code**.



## Customer Satisfaction Survey

**Every two years, we ask shared owners for feedback on our services. Some questions come from the government, so we can't change their wording.**

Acuity, an external company, carries out the surveys. You can choose to share your details or stay anonymous. They will contact you by phone at 0151 947 0698 or email.

Leaseholders and Homeshub tenants won't receive a survey currently, but we welcome your feedback via our website — or just **scan the QR code** to share your thoughts.



## If you need to contact us we always recommend that you do so via our Customer Access Team:

online



[plusdane.co.uk](https://plusdane.co.uk)

portal



My Account

live chat



email



[customer@plusdane.co.uk](mailto:customer@plusdane.co.uk)

whatsapp



0151 351 4747

face to face



phone



0800 169 2988