



116 customers participated in our survey to share their thoughts on how we charge customers for repairs that are not Plus Danes responsibility.

- **90%** of you understand what types of work/repairs you are responsible for and those that incur a charge.
- **72%** of you feel that Plus Dane provide enough information about which repairs are your responsibility, and which are Plus Dane's.
- **90%** of you have never been notified that a repair was considered chargeable - those that were notified felt that Plus Dane communicated this message clearly.
- **65%** of you clearly understand why a repair is chargeable, how costs are determined and what your options are.
- There was no clear preference for the most fair and straightforward option for Plus Dane to recover costs for customer-responsible work and repairs.



What did you say

- **71%** felt that including information on repairs responsibilities and charges should be included in the tenancy sign up pack.
- **77%** of you felt the key area for improvement was providing clear information in advance.
- **67%** of you emphasized consistency of approach to ensure fair treatment for all customers.
- Most of you supported our proposals on chargeable repairs and cost recovery.
- You said Plus Dane should improve repair charges by considering financial struggles, clearly explaining responsibilities, and allowing time to pay.

What we will do

- ✓ From August 25 we will include information on tenants responsibility and customer charges in the sign up pack.
- ✓ Our new policy was updated following customer feedback.
- ✓ From September 25, we will revise our letters, leaflets, and website to clearly outline which services incur charges and provide guidance on how to avoid them.
- ✓ We have renamed our rechargeable repairs policy to Customer Charges Policy which now includes the types of work and services Plus Dane charge for, how we will communicate with customers to avoid incurring charges and how we will recover costs.