

Plus Dane   
**Voices**

## We asked you...

what you thought needed improving on our **repairs policy** and what standards you'd like to see when our repairs team are working in your home



**127**  
of you  
got  
involved

**87%**

felt appointments were at a convenient time



**72%**

felt that a 4 hour response time to emergency repairs is reasonable



## changes made...

from your feedback we will now:

introduce **Saturday morning & evening appointments** one per week where specific criteria is met



Some of the **new standards** customers would like to see:



**visible IDs**



**shoe covers worn**

**disposal of rubbish away from customers home**



**adhere to no access procedure**



**adequate stock held on vans**

We are creating a number of 'how to' videos to help you make simple repairs

You also suggested that we provided a **handyman** service, we are going to trial this very soon

## everyone's a winner...

“ I always feel Plus Dane listens to their customers. I think it's important to let people know they are doing a good job ”

Congratulations to **Carol Tilly** from **Alsager** who won a **£50** shopping voucher for completing our Customer Views Survey.

