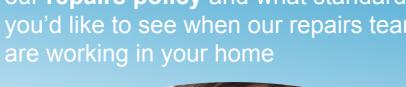
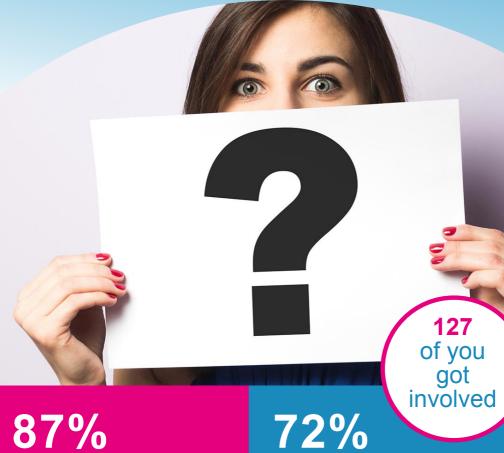


We asked you...

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





87% felt appointments were at a convenient time

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





customers would like to see:



shoe



visible IDs





adhere to no

covers worn

rubbish away from customers home



videos to help you make simple repairs

adequate stock held

access procedure



You also suggested that we provided a

handyman

on vans

to trial this very soon

service, we are going

everyone's a winner...

66 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.







