

## Review of the Alterations Policy

*How can Plus Dane improve the process for our Tenants and Customers when they want to make alterations to their home.*

January 2018    Assets



### Why did we need feedback from our Tenants and Customers?

Customers wishing to carry out improvements to their home (other than interior decoration) are required to make an application to Plus Dane for those proposed alterations/improvements. Plus Dane needed to formalise the Alterations Policy and improve the internal processes for our Customers to make it a more efficient and effective service. It is important for Plus Dane to have the knowledge and understanding of what Alterations are being made to our homes in order to maintain an accurate inventory of our assets. This will help to support health and safety obligations and to reduce void cost in respect of vacant property turnaround times.

### How did we get the feedback from our Tenants and Customers?

In order to get feedback to help develop the policy the Engagement Team contacted customers who had already experienced the Alterations process first hand. Unfortunately due to there being no single formal process to capture the data in respect of the number of customers who have requested an alteration in the last 12 months only 12 customers from Cheshire and Merseyside were identified. Of these 12 only 6 were willing to provide feedback through a short telephone survey.

### What did our Tenants and Customers say?

100% of our customers were clear what alterations they needed to ask Plus Dane permission to carry out.

83% of customers felt it was clear where they need to go to request permission.

Customers did comment on the fact there was no point of contact to deal with their request and they get passed round the departments.

67% of customers got a response to their request within 7 days

Customers felt they were not kept updated whilst their request was being processed

100% of customers agreed with Plus Danes proposal to provide a decision within 28 days of receiving the alterations request and relevant information.

### What changes are Plus Dane going to make using this feedback?

- Plus Dane will make a decision within 28 days of receiving your request and relevant information and will notify you in writing within that timescale.
- Plus Dane will ensure all new applications received are assigned a 'case manager' who will be the customers' point of contact throughout the process.
- Plus Dane will introduce a central point for all 'case managers' to input adaptation requests to ensure a comprehensive transparent list that can be monitored and reviewed.
- Plus Dane will ensure the new procedure is cascaded to the whole business, specifically the Customer Access Team, Housing Officers and Repairs Team. This will ensure a more efficient service and customers get the right information at first point of contact.
- Plus Dane will update the Alterations information on our website and ensure that the new process and commitment to our customers is highlighted. We will look into the possibility of providing an alteration request E-Form for customers to complete.