



Date of consultation: September 2017

Consultation Title: Plus Dane Standard

Number of tenants/customers involved in consultation: 95

Method of Consultation: on line survey

1. Overview of the consultation:

We recently shared with you our exciting proposals for how we plan to spend £350 million repairing and maintaining your homes over the next 30 years and producing a Plus Dane Standard, which sets out the standards we aim to achieve in our major investment programme.

We received lots of really valuable feedback about our proposals from nearly 100 of our Plus Dane Voices members and we would like to take this opportunity to thank you for sharing your thoughts and experiences with us.

We have used the feedback we received at the start of this year from the tenant survey to help build The Plus Dane Standard.

In the survey, tenants told us that the priorities for their homes were:

- how affordable they are to run
- how safe and secure they are
- the standard of the kitchen and bathroom

In light of this, the proposals that we shared with you focussed on these areas.

The main proposals were:

- Measures that would improve the energy performance and running costs of your home
- Measures that would make your home more secure
- Establishing a 'Plus Dane Standard' for the maintenance of your home above and beyond the government standard
- Recharging customers for the cost of wilful damage to homes
- A cyclical programme for communal decorations

We were very pleased to receive overwhelming support for our proposals, alongside some valuable feedback that we have incorporated into our plans.

2. Key recommendations from the consultation:

Measures that would improve the energy performance and running costs of your home

99% of you agreed that our outlined approach to achieve a minimum energy performance rating for your homes would make your home more affordable to run.

Measures that would make your home more secure

98% of you told us that the improvements we have outlined would make your homes safer and more secure.

Establishing a 'Plus Dane Standard' for the maintenance of your home above and beyond the government standard

73% of you agreed that it was reasonable for us to commit to replacing your kitchen every 20 years and your bathroom every 30 years, if they required replacing, in addition to our existing commitment to providing ongoing maintenance. There were several comments made that disagreed with this idea and requests were made for assurances about the quality of the materials and installations, and whether they would be fit to last the time periods in question.

Recharging customers for the cost of wilful damage to homes

An overwhelming 94% of you were in favour of our proposal to recharge tenants (for a proportion of the cost of the damage), who were found to have caused wilful damage to their kitchen or bathroom. Comments included suggestions that tenants should be evicted or bear the full cost in these circumstances, whilst others agreed as long as Plus Dane provided clarity as to what constituted 'wilful damage' then a recharge was the correct course of action.

A cyclical programme for communal decorations

93% of you felt that we would improve the appearance of your home by establishing a seven year cycle of painting external and communal areas and by replacing wooden doors, windows and soffits with uPVC at the end of their useful economic life cycle. There were a number of comments made in respect of plus Dane taking action against tenants who did not look after communal areas. A few tenants also felt that seven years was too long to wait in the cycle.

3. What will Plus Dane do as a result of this consultation:

Following this consultation, we will move forward with our proposals as outlined, taking into account your feedback in the following areas:

Measures that would improve the energy performance and running costs of your home

We aim to achieve a minimum energy performance rating for your homes. We propose to do this by using modern energy efficient boilers, maintained annually and replaced every 15 years; by installing insulation to loft cavities and external walls and by replacing doors and windows on a rolling programme with double glazed, modern uPVC products.

Measures that would make your home more secure

In order to achieve our proposal we will undertake an annual safety check of your home, replacing doors and windows with modern uPVC products on a rolling programme and providing security lighting, CCTV and door entry systems when required (in consultation with customers and Police).

Establishing a 'Plus Dane Standard' for the maintenance of your home above and beyond the government standard

We are committed to replacing your kitchen every 20 years and your bathroom every 30 years, if they required replacing, in addition to our existing commitment to providing ongoing maintenance. *Both of these proposals are ten years earlier than the 'Decent Homes Standard' (a nationally recognised benchmark).*

In response to the queries relating to the quality of the materials and installations, we would like to reassure you that we will undertake a stringent procurement programme to ensure that we only use materials and suppliers of the quality required.

To those that expressed concerns that the outlined timescales might prevent us from replacing any items that are no longer fit for purpose, we would like to reassure tenants that if something needs to be replaced outside of these time frames we will do so and condition will continue to be our indicator of when something needs replacing.

Recharging customers for the cost of wilful damage to homes

We will use your feedback to directly support our approach to the development of a specific policy to deal with the issue of tenant damage.

A cyclical programme for communal decorations

We will establish a seven year cycle of painting external and communal areas and by replacing wooden doors, windows and soffits with uPVC at the end of their useful economic life cycle.

Our Tenancy Management Team will continue to work with customers to identify those that mistreat and damage our properties, with appropriate action being taken to recover the cost in line with our Chargeable Repairs Policy.

A combination of replacing wooden elements with uPVC, the advances in paint technology and, good tenancy management means that the seven cycle of decoration should be sufficient for the majority of our properties.