

We asked...

customers to review the design of our new build homes to help us to improve our future homes



We received **60** responses **thank you** to all customers who took part

95% 

of you were very satisfied or satisfied with the **specification**

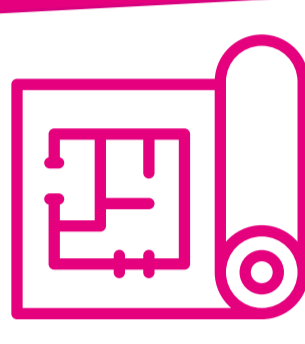
& **design** of your new home

5% of you were dissatisfied with the

 **specification & design**

of your home

55% of you would prefer open plan design with more kitchen cupboards & workspace along with improved aftercare & repairs



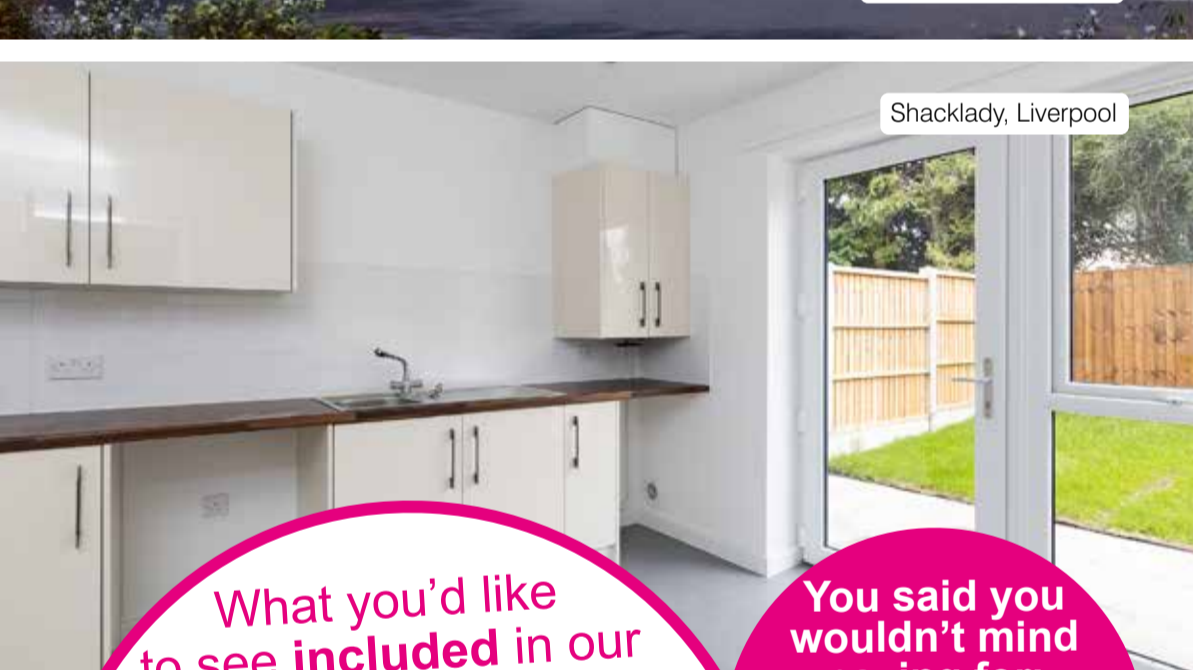
77% of you would like **extra options** included in your property such as **accessible boarded loft, CCTV & a smart doorbell.**

53% of you have considered **paying extra** for them

85% of you received one of our **handover packs**



Kingsmoat, Chester



Shacklady, Liverpool

What you'd like to see **included** in our **Handover Packs**
instructions on how to use heating/boiler/digital thermostat
what paint was used in the property
Instructions on how to use the cooker
Handover meter readings

You said you wouldn't mind paying for:
loft boarding, CCTV, smart doorbell, solar panels



What we're going to do

In particular, we'll:

we will develop a **detailed handover pack** to include **heating/boiler** and **cooker** instructions, a list of **paint used** and **meter readings** by 31 May 2022

review the way in which we manage defects so that we will be able to provide an improved service to customers by 31 May 2022

kitchen design will be considered as part of **design brief review** by 31 Dec 2022

larger rooms/living space and more **storage** for families will be considered as part of the **design brief review** by 31 Dec 2022

we are working with our colleagues to introduce **affordable options** for new customers - to be included in the **specification review** by 31 Dec 2022

Plus Dane is working with the **Energy Council** to make all our 'own build homes' **energy efficient** as standard from 2022