



159 of you participated in this survey to provide feedback on how you would like Plus Dane to communicate and share information with you.

What did you say



91%

of you would prefer written communication such as leaflets and posters to share information.



78%

of you said you are happy with the information we prioritise for customers.



60%

of you found it easy to find information on our website.



54%

of you rated our website as easy to use.



25%

of you told us what information you would like to see in future editions of Unity.



60%

of you would be interested in working with us to improve how we communicate with customers.

What we will do

- ✓ We will use written communication including leaflets and posters as part of our communications mix to share information about our services.
- ✓ Wherever possible, we will always try to communicate with you in line with your communication preferences.
- ✓ We will continue to prioritise information that we are legally required to provide for you.
- ✓ We are increasing our promotion of the website to encourage more visitors.
- ✓ We will work to introduce more content on; planned investment, our repairs service, support available from Plus Dane and our partners and local neighbourhood information.
- ✓ We will be setting up a customer group to support us with ongoing communications.