

# Review of WhatsApp use



**289** customers who have used Plus Dane WhatsApp in the last 12 months took part in a short survey, and 19% of them responded.

## What did you say



**61%**

of you used Plus Dane WhatsApp because you felt you would get a faster response



**60%**

of you liked being able to contact us at a suitable time



**50%**

of you would like to use Plus Dane WhatsApp to report repairs



**44%**

of you who would like to use it to check your rent balance

## What we will do

- ✓ We have now added the WhatsApp number all communications (including rent review letters and contact us pages on website) and promoted it internally.
- ✓ We have introduced a priority for WhatsApp messages to ensure they are answered within one working day.
- ✓ Although we were considering removing the automated message to direct customers to the online report a repair form, we will now ensure from April 2025 that the WhatsApp option remains available.