

# Plus Dane Voices

## We asked...

customers living in our homes how we can improve the process when they need to move temporarily or permanently from their home



your feedback will help **shape & improve** what we do to support customers who have to move **temporarily or permanently** from their **home**

we asked **14** of you who had been through this **experience** what you thought

sometimes its necessary to **move customers** from their homes **temporarily** or **permenantly** due to **unforeseen circumstances** such as a **fire, flood, extensive repairs** such as a **leaking roof** or even **major refurbishment** or **demolition**



**71%** of you are given enough **communication** during **this time**



**86%** of you received enough **support** from Plus Dane to arrange removals & organise the disconnection/reconnection of appliances

**93%** of you felt **plus dane** captured all your **needs** before your move.

**50%** of you felt a **phone call** was the best way to update you

**100%** of you agreed that our partner agencies made the move to & from your home much easier

**86%** of you were **happy** with the choice & quality of the **products** in your **kitchen**

**90%** of you felt you didn't need further support from **Plus Dane** during the process

## what we're going to do

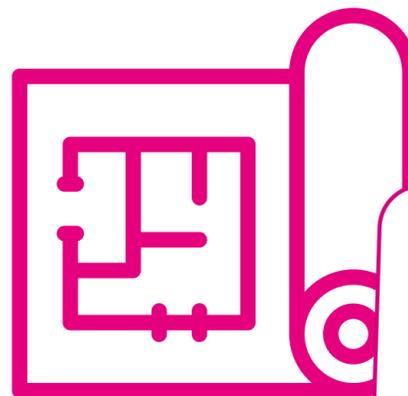


provide regular **updates** on work to your **home** & any **delays** by both **letter & telephone calls** to keep you informed

more **phone contact** throughout the period you are out of your **home**

when we are **redesigning** your **home** we will involve you in the **design process**

**93%** of you visited the show house & **62%** of you felt it helped you understand what your finished home would look like  
please note not all Plus Dane developments will have a show home



following your **feedback** we will **no longer handover homes** leading up to and including the **Christmas week**

