

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

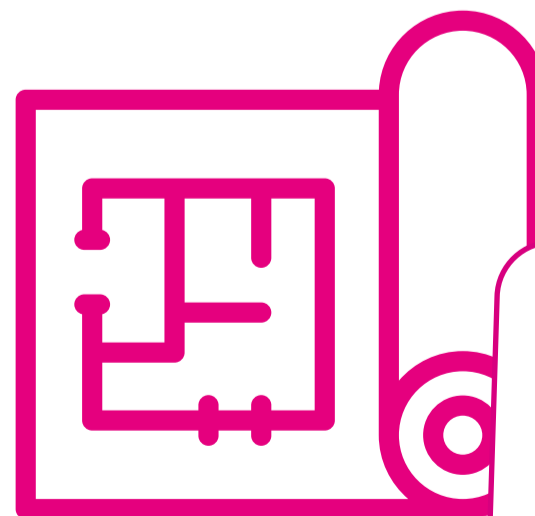


provide regular **updates** on work to your **home** & any **delays** by both **letter & telephone calls** to keep you informed

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**

