

we want your views help shape our corporate plan 2027-30



What is the survey?

We are carrying out a survey to help us understand **what matters most to you as a customer of Plus Dane**, and **where you think we should focus our investment in the future**.

How can you help?

By answering the survey you'll help us understand what matters most to customers. This helps us to make informed decisions on **our focus and investment for the future**.

When is it happening?

The survey will take place in **July and August 2026**. Customers may be asked to complete the survey **online, over the phone or in-person** by a Plus Dane colleague.

Who we are

The survey is being carried out for Plus Dane by **Acuity Research & Practice (Acuity)**, who provide independent tenant satisfaction surveys and benchmarking services.

Need help with the survey?

If you have any questions about the survey, please contact **Plus Dane on 0800 169 2988**. If you have any issues completing the survey, contact **Acuity on 0345 034 3737**.

Thank you!

Your feedback will help us understand what matters most to Plus Dane customers and **will shape our future investments and services**.