

Reviewing Plus Danes Face to Face Offer



178 customers participated in this survey to provide feedback on how they currently use our offices.

What did you say



71%
of you have visited an office once in the last 6 months.



Top 3
reasons you visit an office; to report a repair, rent queries or other reasons.



82%
of you did not have an appointment.



54%
of you do not want to call into an office as you use an alternative way to contact us.



1/3
of you would still like to be able to go to an office if needed.

What we will do

- ✓ We have listened to you and understand that it's important that our customer offer is the same across both offices. Currently the reception at Atlantic Pavillion is open every weekday whilst the Shepherds Mill Office is open 3 days a week. We are working to increase our resource in our Customer Access Team over the next few weeks to enable us to open the reception in the Shepherds Mill Office every weekday.
- ✓ You told us that when you come to our office it is usually to discuss a more complex issue, and you would prefer to speak to a member of staff from that service area. We will ensure there is a member of staff from our rents, lettings, repairs and housing team available during office hours.