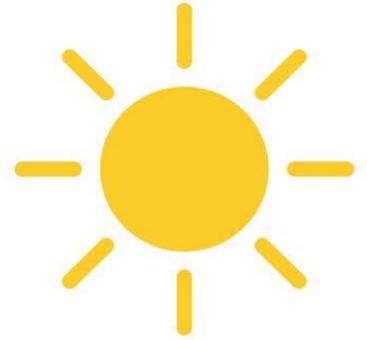


Plus Dane Housing

WhatsApp Customer Guide



Plus Dane WhatsApp Overview

You can now contact Plus Dane Housing using WhatsApp Messenger, Our WhatsApp number is **0151 351 4747**.



WhatsApp

Please note if you send us a WhatsApp message on a Saturday or Sunday you won't receive a reply until Monday as our offices are closed on weekends if you need to report an emergency, please call us on 0800 169 2988.

Please note our systems do not support WhatsApp voice messages we can only receive WhatsApp messages in a typed-out format.

How to download WhatsApp Messenger

You can download WhatsApp Messenger on an apple or android mobile device.



Apple App Store – Open the Apple App Store and search for WhatsApp Messenger then press “Get”.

Open WhatsApp and continue to the next screen by agreeing to the terms of the service.

Register your phone number and enter your name.

Google Play Store – Open the Google Play Store and search for WhatsApp Messenger and press “Install”.

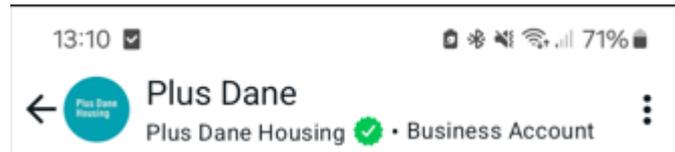
Open WhatsApp and continue to the next screen by agreeing to the terms of the service.

Register your phone number and enter your name.

How to send Plus Dane a WhatsApp Message

1. Enter our WhatsApp number into your keypad and save as a contact as Plus Dane Housing WhatsApp – **0151 351 4747 (This number is for WhatsApp only and not a valid phone number)**.
2. Open WhatsApp Messenger.
3. Click on Chats.
4. Tap on the new chat icon.
5. Search for the contact you saved under the WhatsApp number.

Please note the picture will display the Plus Dane Housing logo and have a green tick against it to verify it is a business account.



6. Type your message, it will automatically respond with “Hello thank you for your message, do you need to report a repair? Please type 1 for Yes or 2 for No”.

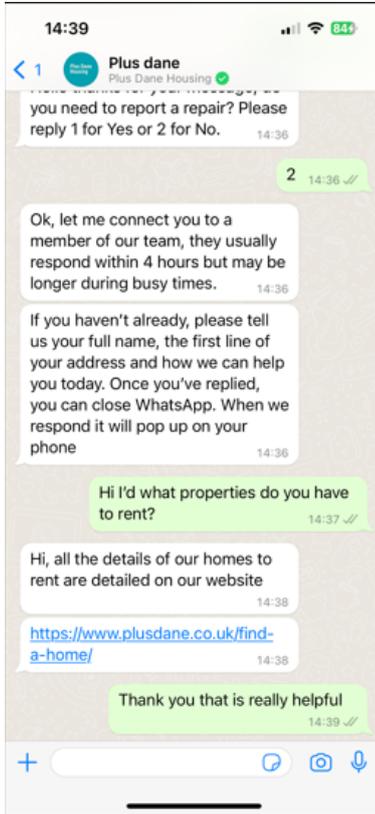
If you press 1 this will provide you with the link to report a repair, if you press 2 this will advise that will be connected to a member of the team they usually respond within **4 Hours** but may be longer during busy times.

Please confirm your full name, address, and the reason you are contacting us, this will help the agent to locate your account and help you with your query.

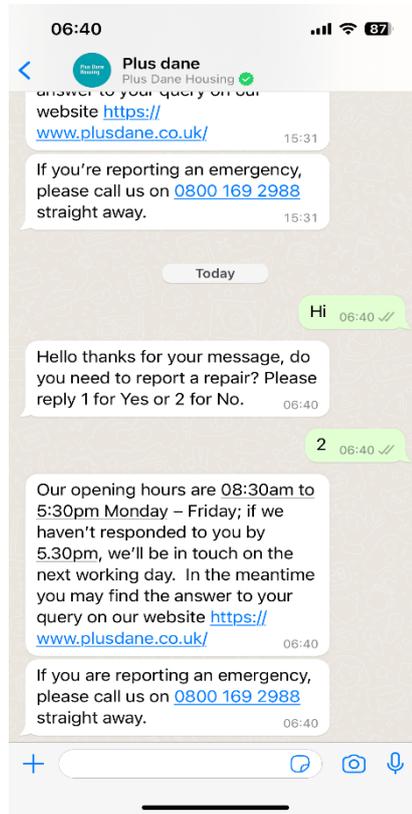
You can close the chat down and continue your day and we will respond when an agent becomes available, and you will receive a WhatsApp notification once connected.

Please be advised that the responses will differ depending on the day and time you send a WhatsApp.

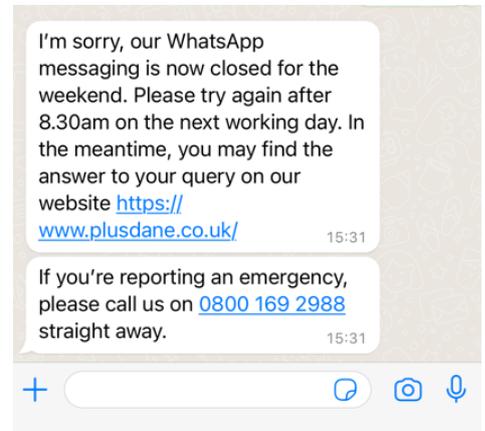
Weekday response
8:30AM-15:30PM



Weekday response
15:30PM- 8:30AM



Office Closed
Weekends/Bank Holiday

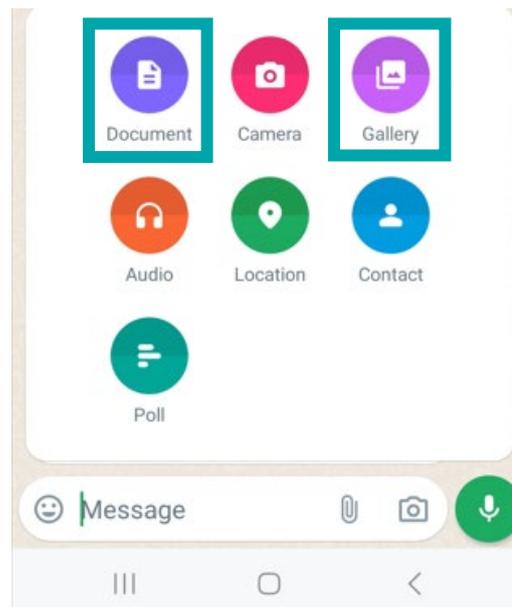


Android Device - How to send attachments.

1. Open WhatsApp Messenger.
2. Open the Plus Dane Housing Chat.
3. Click on the attachment icon.



4. Select document or gallery and browse the image you want to attach.



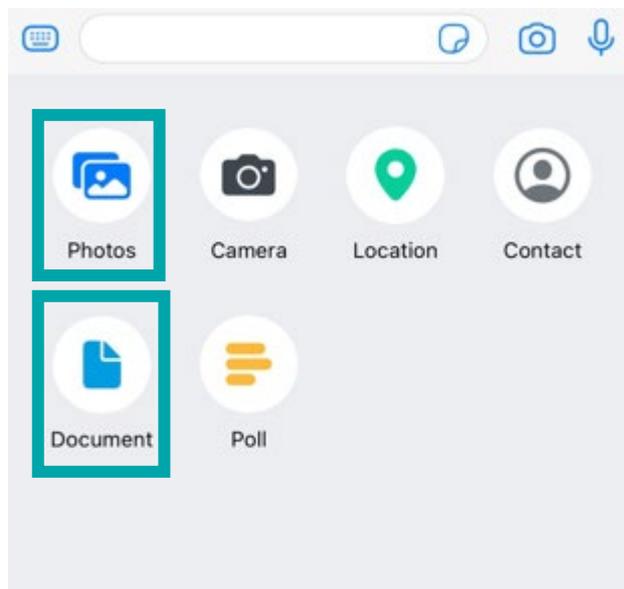
5. Add a message to the document or photo and press send.

Apple Device - How to send attachments.

1. Open WhatsApp Messenger.
2. Open the Plus Dane Housing Chat.
3. Click on the + icon.



4. Select document or Photos and browse the image you want to attach.



5. Add a message to the document or photo and press send.

Version History

Version	Date	Review Date	Change Owner	Reason for update
1	29/04/2024	29/04/2025	Suzanne Robinson	New Document