



Frequently Asked Questions The Platform

What is the Platform?

The Platform is an online forum where we can consult with you on a variety of subjects affecting your home and how Flagship is run. By understanding your views and opinions, service improvements can be tailored to the needs of our customers. The Platform enables you to have your say on topics where your opinions really matter

How long will I have to complete each discussion forum?

Each survey will be open for around one to two weeks. You will be notified when the survey is open and is due to close and you can participate at a time convenient to you within those parameters.

How many surveys and discussion forums do I have to complete?

As many as you like, each time you complete a survey or participate in a discussion we will enter you into a prize draw for a chance to win high street vouchers

How long will I remain part of The Platform?

You may remain a member for as long as you choose to participate and remain a resident of Flagship Homes. You may remove yourself by sending an e-mail request to theplatform@flagshiphomes.co.uk.

Will my information be sold to other companies?

The information collected by Flagship is not sold or distributed to any company. All information is strictly confidential and privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See our Privacy Policy for complete details.

How do I complete a survey or discussion forum?

You will be e-mailed a unique link for each activity you are invited to take part in, simply complete the survey and submit.

How can I be sure you got my responses?

If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.

How do I find out how my views and opinions have made a difference?

We will regularly publish the outcomes of the surveys and discussions and ensure we inform you of the changes we have made as a result of customer input.

How do I know if I have won the prize draw?

Around two weeks after the survey has been completed we will notify the winner of the prize draw and arrange for vouchers to be delivered. We may ask if we can take your picture and ask you for your thoughts on the survey you have completed to publish on our website.