

You spoke, we listened



Your feedback helps us listen, act, and improve.

Below are some examples of how we've taken your feedback on board over the past few months.

Q2 2025/26

You spoke



We listened



"It takes too long to get repairs done, and I'm left chasing for updates"

We're bringing our repairs service in-house from October 2025. This will give us complete control and allow us to better manage repairs through to resolution. You'll also get real-time updates on the status of your repair so you know exactly what's happening.

"I don't get updates, my calls and emails aren't returned, and sometimes the information I receive is wrong"

In June 2025, we trained our Customer Service Team on the importance of effective communication as part of our Knowledge and Information training. For complex cases, you'll now have a dedicated case owner from our Hypercare team to keep things on track.

"Staff don't always understand my needs or make reasonable adjustments"

In May 2025, we delivered training based on the [Housing Ombudsman's Relationship of Equals Spotlight report](#) to improve how we respond to customers with a vulnerability.

To find out more about how you can get involved, visit:
www.rhp.org.uk/customer-engagement



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You spoke



We listened



“The compensation I get doesn’t reflect the inconvenience or stress I’ve experienced”

In May 2025, we introduced a new compensation policy that sets out clear and consistent guidelines so claims are fair and transparent.

“Contractors don’t always do a good job, and sometimes leave a mess behind”

As part of our new in-house repairs service, we’re strengthening contractor training and performance management, and introducing quality assurance inspections after repairs are completed.

“I have to escalate to get results, no one takes ownership of problems and there are poor record keeping by contractors”

Every complaint with actions now has an assigned case manager. As part of our new in-house repairs service, we’re also reviewing contractor management to make sure they’re accountable and keep better records.

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