

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.

You spoke



We listened



"I have a visual impairment and the RHP website is hard to read"

We've launched a new version of our website that's designed to be more accessible and easier to navigate – especially for people with visual impairments.

"I have to wait a long time when I call RHP"

We've brought in more advisors to support our phone lines. This has helped cut wait times and means we're getting your queries sorted as soon as possible.

"I'd like to speak to someone from RHP face-to-face"

Our Community Engagement team holds regular drop-in events across local neighbourhoods so customers can speak to someone face-to-face. They also support local partners such as RUILS and Achieving for Children at their events. You can view all our upcoming community events on our website.

"I don't feel safe on my estate"

We've installed security lighting and added new planting to make the area feel safer.

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



"I don't want to keep having to tell you about my personal issues and the adjustments I need you to make"

We now keep any personal details and adjustments you choose to share with us on our safe and secure Customer Relationship Management (CRM) system so we can provide you with a service experience tailored to your needs.

"I thought the text message I received from RHP about damp and mould was spam"

We've rewritten the text message to make it clearer that we're contacting you to resolve reports of damp and mould.

"We need doors and new bins to prevent ASB and dumping on our estate"

We've installed doors to the bin room and purchased bigger bins to improve waste management and discourage fly-tipping.

"It's hard to find parking as non-residents are using our carpark"

We've introduced controlled parking on the estate so that spaces are prioritised for customers.

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