

At RHP we offer a range of ways for you to get involved, provide insight and ultimately influence what we deliver right up to board level. Pick and choose what works for you from our menu of opportunities. No formal experience is needed to get involved.

Tenant Influencing



Opportunities to influence service delivery, with your views heard from top to bottom in the organisation and have some influence over decision-making.

- Customer Scrutiny Group: made up of at least six customers. Providing insight and scrutiny on our services and any changes we make as an organisation (e.g. new strategies or policies). **Please note** - this group is currently paused whilst we review the most effective set-up for it. We will update this document once finalised.
- CEO Sounding Board: quarterly meeting for RHP's Chief Executive to hear directly from a selection of customers on a range of topics.

Involved



Make suggestions and influence outcomes

- Repairs focus groups
- Complaints focus groups
- Homeowner focus groups
- Resident associations: support given to neighbourhood based resident associations.
- Digital Neighbourhood: online engagement platform
- Community engagement events: regular drop-in sessions across our neighbourhoods where people can give feedback and ask questions.
- Estate plans: improvement plans for specific estates based on customer feedback.
- Service design: customers have opportunities throughout the year to give feedback and help shape work such as policies, strategies, system implementation, and other service changes through:
 - focus groups
 - panels
 - surveys

Consulted



Share feedback on our services

- Surveys: providing insight on repairs, gas, and homeowner services.
- Independent telephone surveys: to feed into Tenant Satisfaction Measures.
- Complaints: insight and lessons learnt to feed into improvement plans

Informed



Stay up to date with service information and opportunities to get involved

- Monthly customer e-newsletter Beyond Bricks
- Regular updates on RHP's Facebook page
- Website content and news articles
- Quarterly You spoke, we listened report - highlighting how we've listened and acted on customer feedback
- Letters, flyers, and noticeboard updates
- Printed newsletters where relevant for specific estates

Want to get involved or find out more?

Visit www.rhp.org.uk/customer-engagement/ways-to-get-involved
or get in touch by completing a contact form at www.rhp.org.uk/contact-us or
giving us a call on **0800 032 2433**.