

You spoke, we listened:

Homeowner Focus Group



We're committed to providing opportunities for you to shape your service. Thank you to those of you who attended our focus group on our major works consultation and project communications. You can see the key themes below, along with how we've taken this feedback on board. We'll use this feedback to shape our communication with customers for all communal works, and we'll provide further feedback on this later in the year. **To join the Focus Group, email homeowner@rhp.org.uk.**

Topic

You spoke

We listened

"We don't feel listened to during the consultation process."

"We'd like a meeting during/ after Notice of Intent to comment on the specification of works before it goes to tender. Meetings after the Notice of Proposals feel like an afterthought."

"We'd like meetings on site rather than in the office, where possible."



For major work projects, we'll introduce an on-site meeting invite into our section 20 Notice of Intents for the final week of the consultation. For lower-cost projects, including cyclical redecorations, meetings can be arranged on request.

The section 20 consultation

"We'd like a cost estimate in the Notice of Intent, even if just said 'a similar project in 2023 cost £X'."

Where we have cost estimates, we'll provide this information.



"The timing of notices feels like a token exercise with no opportunity for discussion."

"We'd like you to be more considerate regarding the timing of Notices being sent (e.g. right before the Christmas period)."



We aim not to send notices in December. We'll review our process to make sure notices are sent with enough time for a full consultation.

Topic

You spoke

We listened

Project management

"We don't feel there is much project management. We want a named project manager for each project and the ability to contact/ speak with them."

"We'd like a phone number to contact the project manager on directly."



We'll send a project introduction letter for all projects, providing a named project manager and their contact details. As part of this letter, we'll let customers know the role of the project manager and how to get in touch.

"We want more communication from the project manager about projects."

"We want you to use communal noticeboards more for project updates/ site noticeboards in places we'll see them."

"We'd like fortnightly updates for projects up to 12 weeks and monthly updates for longer term projects. Updates can be via email or noticeboards for ease."

The Project Manager will arrange a fortnightly or monthly update (depending on the length of the project) to update customers on project progress.

We'll share updates on the site office noticeboard or ask contractors to hand deliver updates where there's no main site office.



"We'd like more visibility/ involvement of the homeowner team around projects affecting leaseholders."



From 1 April 2024, we have a new position in the team. Our Senior Homeowner Advisor is a key link between our project managers and the homeowner team, to provide more support and understanding to homeowner customers throughout major works projects.

"We feel a lot of cyclical work is not carried out to a very high standard e.g., no base coat or topcoat, downpipes only done to height level."

Weekly inspections will be carried out during cyclical redecoration projects, to make sure the standard of work is acceptable.



Quality of work

"We want the ability to raise snags before contractors leave site."



We'll write to customers before work is completed, asking for snagging updates and providing the opportunity to ask questions or raise concerns.

Quality of work

"We feel that work isn't completed or appears to be uncompleted for prolonged periods. This isn't just major works, but across work that all teams commission e.g., electrical works and scaffolding being put up months before any work commences."

"We want contractors to clean up after themselves, as this doesn't always happen."



Communication surrounding 'responsive' works is being looked at in a second stage to this focus group feedback.

Cleaning should be done on all projects. Inspections will identify where this isn't happening.

"We'd like you to include the major works plan in your welcome pack."

"We'd like you to publish your major work plans on the portal and keep them updated."

"We'd like you to include any major works due that year in the service charge estimate letter."

We'll add upcoming major works into our welcome packs and estimated service charge letters.

We'll aim to publish the major works plan online in 2025.



"We'd like a week's warning before works of any nature are completed in communal areas."



As above, we'll put processes in place throughout 2024 to make sure customers are told before any work starts in the communal areas of their block or estate.

Communication

"We'd like to receive safety certificates/ quality sign off/ guarantees as part of a project end letter."

"We'd like an end of project letter to outline/ description of the work that was undertaken, dates of work, and an indication of whether the project ran to budget. It would be good for Homeowner records to have all of this on one page."

"The invoice should follow around two months after the end of project letter and should contain payment options to support people financially."

We'll share any guarantees received before the end of project. It can take a few months for us to receive the guarantees. Where they arrive later, they can be requested from the project manager. Depending on the project, we'll provide this information within the end of project letter or the final invoice.

