You spoke, we listened:

Q2 2026/27 October 2026

At RHP, your feedback is incredibly important to us. It helps us understand what we're doing well, and where we need to improve. Below are some examples of how we've listened to your feedback and insight over the past few months to help improve, shape, and influence our services.

Theme	Insight channel	You spoke	We listened
Managing finances	Direct feedback	*You told us that managing direct debits should be easier and more accessible online.*	You can now set up and manage direct debits online through our Customer Portal, giving greater flexibility and control over payments.
	Digital Neighbourhood	*You told us it's frustrating to use two separate accounts for the new Customer Portal and the Payments Portal.*	We've updated our communications to make it clearer that you can use the Customer Portal for everything: including payments. Logging into the separate Payment Portal is optional if you want to pay by bank transfer or as a guest, however it isn't necessary.
Neighbourhoods & Communities	Direct feedback	*You said there should be more opportunities for neighbours to meet and connect within their communities.*	We continue to support community events and customer engagement activities that help bring neighbours together and strengthen local connections.
	Customer enquiries and estate feedback	*You asked us to remove a number of abandoned cars and motorbikes from your estate.*	We investigated the reports and, where vehicles met the legal criteria, began the formal process to secure the necessary permissions for removal. We kept customers informed throughout the process.
	Estate feedback	*You raised concerns about the use of electric vehicle charging bays and whether they were being used appropriately.*	We introduced monitoring arrangements for electric vehicle parking spaces to help ensure they're being used as intended and remain available for eligible vehicles.

Theme	Insight channel	You spoke	We listened
ASB	ASB Focus Group	*You gave feedback that when reporting anti-social behaviour (ASB), it can be difficult to know what will happen next, who is responsible for the case, and how often updates will be provided.*	We've reviewed and updated our ASB processes to strengthen communication from the outset of every case. This includes clearer information about next steps, agreeing contact arrangements with customers, and ensuring customers know who is managing their case and how progress will be monitored.
Communications	Digital Neighbourhood	*You told us you'd like some alternative communication methods that don't involve reading or writing.*	We've made conscious efforts to adjust our methods of collecting information, including providing weekly phone calls to those who need them.
	Customer Focus Group	*You shared frustrations with having to chase for responses, and people not calling you back. You said you just want to be kept up to date with what's happening.*	We've reinforced expectations with employees around responding to customer enquiries and returning calls. Managers now review performance and case handling to make sure customers receive timely updates and don't have to chase for information.
	Customer Focus Group	*You asked that we don't let you know on the day a complaint response is due, that it will be delayed.*	We now monitor complaint timescales more closely and expect teams to identify delays earlier. Where additional time is needed, customers should be informed before the response deadline wherever possible.
	Customer Focus Group	*You told us it's frustrating to repeat information and that better record keeping would help us understand issues more quickly and provide better responses.*	We've reinforced expectations around record keeping and reminded employees to review the full case history before responding. This means colleagues have better access to previous contacts, inspection reports and agreed actions when investigating concerns.

Theme	Insight channel	You spoke	We listened
Accessibility	Repairs workshop for customers with additional needs in partnership with Ruils (disability support charity).	*You told us that you needed better visibility of when our Repairs Technician was on their way and when they were likely to arrive.*	We've introduced a notification to be sent via text message when the Technician is on their way, which also includes a tracking link.
	Repairs workshop for customers with additional needs in partnership with Ruils (disability support charity).	*You told us that appointment information and confirmation wording could be clearer and easier to understand.*	We've improved our booking confirmation wording to make the communications clearer.

Where we haven't been able to act on your feedback

We value all the feedback you share with us. While we aim to act on it wherever possible, there are times when we're unable to make the changes you've suggested. The table below shares some examples from the latest reporting period and explains why we haven't been able to take action.

Theme	Insight channel	You spoke	Why we're not taking action
Repairs	Customer Focus Group	*You shared that being able to choose a two-hour appointment slot for a repairs booking is helpful to plan your day around. Currently we provide half day slots, i.e. either morning or afternoon.*	Two-hour appointment slots are not currently possible because repair durations can vary significantly, and our Technicians must be able to respond to urgent jobs and travel efficiently between appointments. Half-day slots provide the flexibility needed to deliver a reliable repairs service and minimise missed appointments.

Theme	Insight channel	You spoke	Why we're not taking action
Parking	**Direct feedback**	*You suggested that all parking spaces on estates should be allocated to individual households to prevent parking disputes and make parking fairer.*	We reviewed this suggestion, but introducing allocated parking across all our estates is not currently practical. Many estates don't have enough spaces to match demand, and changing arrangements could reduce flexibility for visitors, carers and emergency access. We'll continue to monitor parking concerns and consider local solutions where appropriate.
ASB	**Direct feedback**	*You asked for additional CCTV cameras to be installed across all our estates to help deter anti-social behaviour and improve safety.*	We recognise that CCTV can help customers feel safer and can be an effective tool in tackling anti-social behaviour in some locations. We considered this suggestion, but it is not practical or proportionate to install cameras across all estates. CCTV systems involve significant installation, maintenance and monitoring costs, and we must ensure any use of surveillance is justified, evidence-based and complies with relevant legal and privacy requirements. We will continue to assess requests on a case-by-case basis and consider CCTV where there is clear evidence that it is needed and likely to be effective.