



'GO-TO' GUIDE

An easy access guide to the latest service information from RHP, all in one place.



INTRODUCTION

We've designed this booklet to give you easy access to the latest service information from RHP, all in one place. Keep it handy in case you need to contact us, share your views, make a complaint, or ask for support.

If we can adapt to support your individual needs better, please let us know. For example, if you need a different format such as a translation into a different language, accessible PDF, large print, easy read, or an audio recording, get in touch.

CONTACT RHP

Get in touch with us in the way that suits you. You can:



Fill out a contact form at www.rhp.org.uk/contact-us/contact-form. It'll be sent directly to the team who can give you an answer.



Call us for free on **0800 032 2433**, on weekdays between 8am and 5pm. Mondays and lunchtimes are especially busy, so please call outside these times if possible.



Write to us at 8 Waldegrave Road, Teddington, TW11 8GT.



For general queries, try our Help and Advice page at help.rhp.org.uk/site: designed to give you instant answers to the most popular RHP-related questions.

ACCESS OUR SERVICES

To manage your home on the go, set up a free online RHP account. All you need is an email address.

Go to www.rhp.org.uk/sign-in and follow the steps. It only takes a few minutes.

Once you're set up, you can:

- ▶ Request and track repairs.
- ▶ Find out about planned works to your home or block.
- ▶ View caretaking and grounds maintenance schedules.
- ▶ Make secure payments.

If you don't have internet access, you can call us for help with any of the above.



SHARE YOUR VIEWS

We can only deliver a brilliant service if we listen to you, learn where we need to improve, and act on your feedback.

There are plenty of ways for you to tell us what you think including:

- ▶ Responding to a text survey if we send you one.
- ▶ Contacting us about joining our customer scrutiny group – we meet every few months to talk about our service and policies.
- ▶ Getting involved in our engagement activities. We're committed to seeking your views when we make any changes or implement something new. We'll advertise these opportunities via our website, customer e-newsletter Beyond Bricks, and communal noticeboards.
- ▶ Attending a local drop-in session run by our Community Engagement Team.
- ▶ An independent market research company called IFF Research may call to ask questions about our service, like repairs, antisocial behaviour, and communal cleaning. The call will take around ten minutes. Read more here: www.rhp.org.uk/about-us/how-were-doing/tenant-satisfaction-measures.

We want to be honest with you about how we're doing, so we publish our performance, including complaints, and annual reports, and let you know how we're putting your recommendations into action, at www.rhp.org.uk/about-us/how-were-doing.



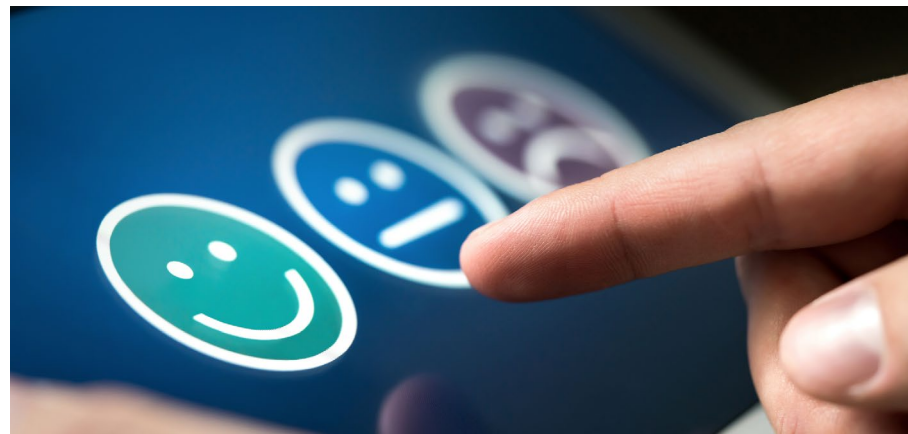
COMPLAINTS

We believe complaining shouldn't be difficult, so you can do this by phone, email or letter. If things go wrong with our service, our dedicated complaints team will respond quickly and effectively to put things right. They'll investigate and respond to all complaints within 10 working days. A complaint can either be made by you, or someone you've nominated to act on your behalf.

If you'd like to raise a complaint, please get in touch:

- ▶ Call **0800 032 2433** on weekdays from 8am-5pm.
- ▶ Fill out a contact form and select 'complaint' as the query type at: www.rhp.org.uk/contact-us/contact-form.
- ▶ Write to us, or make an appointment for a face-to-face meeting at 8 Waldegrave Road, Teddington, Middlesex TW11 8GT.

For more information about our approach to complaints, including our latest complaints performance, visit www.rhp.org.uk/complaints.



ANTISOCIAL BEHAVIOUR

You should feel safe and secure in your home and local community without suffering from the anti-social activities of others. To report antisocial behaviour, call **0800 032 2433** or fill out a contact form. ASB involving criminal behaviour should always be reported to the police. You'll find our ASB toolkit here: www.rhp.org.uk/media/1984/asb-toolkit_v9.pdf

REQUEST A REPAIR

Our subsidiary RHP Home (managed by our partner Kier Places), delivers our routine and emergency repairs service. RHP Home brings the best of our organisations together to deliver a safe and efficient repairs service, that protects your home for today and tomorrow. Smith & Byford carry out heating & hot water repairs and gas & electrical compliance.



ROUTINE REPAIRS

Our repairs service for tenants includes:

- ▶ Kitchen units, worktops, kitchen taps, wall tiles & vinyl floor coverings.
- ▶ Baths, basins, toilets, showers, bathroom taps, wall tiles & vinyl floor coverings.
- ▶ Internal & external doors, including fire doors.
- ▶ Window frames, handles, hinges & double glazed units.
- ▶ Heating & hot water systems, including gas, electrical & non-standard systems.
- ▶ Leaks to roofs, service pipes, rainwater pipes and gutters.
- ▶ Drainage systems & clearance of blocked internal & external drains.
- ▶ Electrical supply, electrical fittings and mains-powered smoke alarms.
- ▶ Building structure including roofs, walls, floors, staircases & balconies.
- ▶ Defective wall and ceiling finishes.
- ▶ Disability aids & adaptations.
- ▶ Garages attached to properties and within blocks.
- ▶ Boundary walls, fences, gates & hard landscaping.
- ▶ Communal repairs to blocks & estates.



ROUTINE REPAIRS

Tenants are responsible for:

- ▶ Minor repairs to wall and ceiling finishes (including filling holes and hairline cracks).
- ▶ Redecoration due to wear & tear.
- ▶ Replacing plugs and chains.
- ▶ Clearing minor blockages to sinks, basins, baths, toilets and showers.
- ▶ Replacing shower heads, rails or curtains.
- ▶ Replacing standard lightbulbs.
- ▶ Replacing toilet seats, bathroom accessories and curtain rails.
- ▶ Maintaining private gardens & repairing garden sheds.
- ▶ Replacing lost door or window keys.
- ▶ Gaining entry due to lost or forgotten door keys.
- ▶ Repairing any accidental or intentional damage caused by themselves, or visitors to their home.
- ▶ Repairing or replacing floor coverings outside the kitchen and bathroom.
- ▶ Replacing batteries in smoke detectors.
- ▶ Cleaning and treating minor mould growth.
- ▶ Bleeding radiators.
- ▶ Topping up boiler pressure.

EMERGENCY REPAIRS

An emergency repair is a repair to make a situation safe where there is imminent threat to life, danger of serious injury or major damage to the property.

Our emergency repairs service covers:

- ▶ Total loss of power.
- ▶ No hot water (during winter months only).
- ▶ Hot water coming out of cold water taps.
- ▶ Major leaks from pipes or roof.
- ▶ Total loss of heating between September to April (if the temperature is below 10 degrees Celsius).
- ▶ Blocked external drains.
- ▶ Dangerous electrical fittings or installations.
- ▶ Major structural damage.
- ▶ Broken toilet if no other working toilet.

If you have an emergency repair, please call us on **0800 0322 433**. We have an out-of-hours emergency team who are always on hand to help.

HOW TO REQUEST A REPAIR

Online

You can request a repair through your online account.

Through repairs online you can:

- ▶ Request a repair for routine jobs (except for heating and hot water repairs).
- ▶ Request, change, and cancel appointments.
- ▶ View the repairs you've requested online.
- ▶ View two years' worth of repairs history.
- ▶ Watch 'how-to' videos for common repairs that are your responsibility.

Any repairs you request online will be confirmed within two working days by text message. In some instances, we might need to call to discuss requests in more detail.

By phone

You can also request a routine repair (including heating and hot water repairs) by phoning **0800 0322 433** 8am – 5pm on weekdays.

Emergency repairs can be requested by phone 24/7.

CONNECTING WITH YOUR COMMUNITY

Our Community Engagement Team are one way we connect with our local communities.

The team is committed to listening to your feedback, turning your voices into action, and working in partnership with you to achieve outcomes that matter.

One of the ways they do this is by regularly getting out in local neighbourhoods to give you the opportunity to speak to them about any RHP-related queries or to tell us what you think.

Keep an eye on our website, social media channels, e-newsletter, and communal noticeboards for more information about events led by the team, and how you can get involved.



CARETAKING AND GROUNDS MAINTENANCE

Our caretaking team is out come rain or shine, to keep your communal areas and outside spaces safe, clean, and tidy. This includes sweeping leaves to keep pathways clear, smart, and hazard-free. If your block has a caretaking service, the team does the following on a weekly basis:

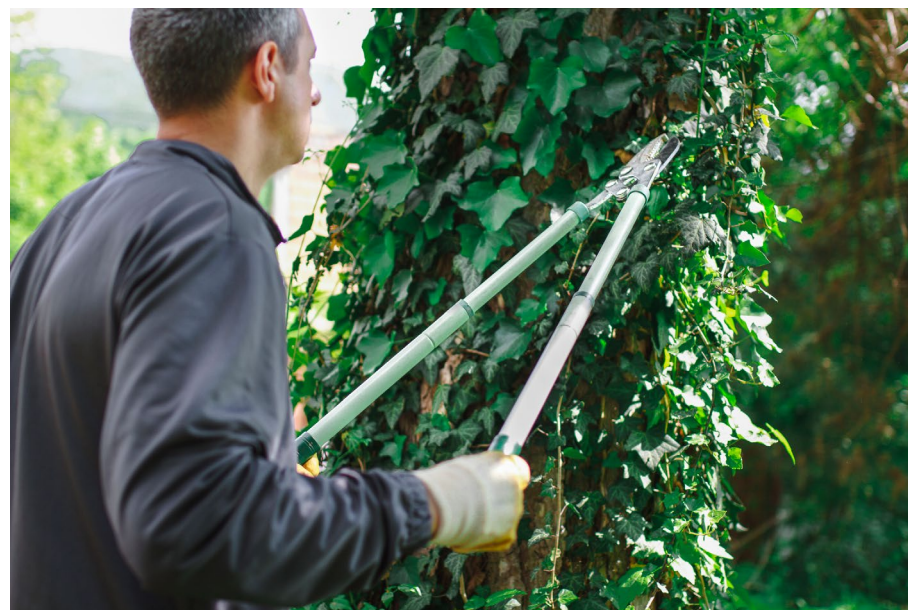
- ▶ Cleans inside your block.
- ▶ Cleans external areas.
- ▶ Checks bin chutes/areas.
- ▶ Replaces communal light bulbs.
- ▶ Picks up litter.
- ▶ Checks areas are free from hazards and spillages.



One of the ways we invest in your local neighbourhood is to look after the green spaces around your home. An example is our grounds maintenance service, delivered by our partner Accuro. Here's what you can expect from the service:

Grass cutting

Depending on the weather, we aim to cut the grass approximately every fourteen working days during the growing season. This excludes weekends and bank holidays.



Hedge maintenance

We aim to carry out the pruning and shaping three to four times a year depending on species.

Shrub maintenance

- ▶ We aim to weed, edge and prune shrub beds every eight weeks.
- ▶ We'll occasionally apply environmentally-friendly herbicide weed spray to tackle intrusive weeds.
- ▶ We'll carry out the bulk of shrub reduction work throughout June and July, subject to existing flowering.
- ▶ During spring we'll be mindful of flowering or nesting birds. There will be minimal work unless the entrance, exits, or pathways are affected.

Alongside maintenance, we have an improvement budget for certain trees and plants. This will continue for the next four years as we aim to replace old wood stock and lost trees.

STAY SAFE IN YOUR HOME

Keeping your home safe is a top priority for us, but we can't do this on our own: we need your help too.

Your communal area

- ▶ Leaving items in communal areas blocks emergency exit routes and prevents the fire brigade from carrying out their duties.
- ▶ If items are set alight, they give off smoke and gas which might reduce your visibility. They could also explode or cause the fire to spread more quickly.
- ▶ Only door mats are permitted in the communal areas: all other items will be removed.

- ▶ For everyone's safety, no items should be kept in communal areas. This includes buggies and prams, children's toys, plant pots, and rubbish you're waiting to throw away.
- ▶ If an item is removed and you'd like it back, you'll need to get in touch and pay removal and storage costs.

It's your responsibility to dispose of large or bulky items, and non-domestic waste. This can be at a local recycling centre, by a registered waste carrier, or through your local council. Leaving these items in the bin rooms or on the estate is fly tipping and it's illegal.



Your gas safety check

An annual gas service is a legal requirement and as your landlord we need to carry it out to keep you and your family safe. If these checks aren't carried out, you could put yourself and your family at serious risk of carbon monoxide poisoning. A gas leak could also cause a fire or explosion. And gas appliances can become less economical to run if they aren't serviced annually, which will cost you more money.

You must let us into your home to carry out your gas safety check, but we want to carry it out at a time that works for you. We'll invite you to book an appointment two months before your gas service is due to expire, so you'll have plenty of notice.

If there's anything preventing you from giving us access to your home, please get in touch so we can discuss your situation.



PREVENT DAMP AND MOULD

Most homes will be affected by condensation at some point.

It's caused by water vapour or moisture meeting a colder surface, like a window or wall, and soaking into wallpaper, paintwork, or plasterwork. Over time, black mould grows in the affected areas.

Mould can appear anywhere around the home, but you may notice it in corners of rooms, on external walls and around windows. It's also found in areas with poor air circulation, such as behind furniture that's been pushed up against external walls. By making some changes to your routine, you'll start to notice a difference, and the level of mould should reduce.

- ▶ Wipe down your windows and windowsills every day to remove condensation.
- ▶ Where you can, keep your home warm and at an even temperature: between 18 and 21 degrees.
- ▶ Keep internal doors closed to prevent heat escaping and moisture transferring into other rooms.
- ▶ Open windows and doors slightly and often. Newer UPVC windows will have trickle vents that'll allow you to ventilate your home more easily.
- ▶ Don't block air bricks or vents.
- ▶ When bathing, use your extractor fan if you have one and keep the windows closed whilst the fan is running. If you don't have an extractor fan, open the windows. Keep the doors closed until the room cools down.
- ▶ When cooking, use your extractor fan if you have one, cover pots with lids, and open the window.
- ▶ Where possible, dry clothes outdoors, or use a clothes airer in the bathroom with the door closed.

For more tips, check out our video at www.vimeo.com/998118309.

If you have a damp and mould issue in your home, please let us know straight away. You'll be asked to provide more information and photographs. If we need to carry out further investigation, we'll arrange for a surveyor or our Damp and Mould Specialist to visit.

FINANCIAL SUPPORT

If you're worried about paying your rent, please get in touch as soon as you can. We can then discuss what we can do to help, including putting a payment plan in place.

For more help with the cost of living, visit www.rhp.org.uk/financial-support.

For a face-to-face chat, drop into our office on Wednesdays between 10am and 2pm.

If you'd rather chat to us over the phone, call **0800 032 2433** and ask for the Welfare Support Team.

SERVICE WITH RESPECT

Our employees and contractors should feel safe and secure working in the local community, without suffering from other people's abuse or anti-social activities. We take all reports seriously: any form of aggression towards our employees will result in RHP taking action against you. This could include restrictions to our services, or action against your tenancy.





8 Waldegrave Road, Teddington, Middlesex TW11 8GT
www.rhp.org.uk