

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.



Q3 2025/26

You spoke



We listened



"I'm concerned about antisocial behaviour/ fly-tipping/dog fouling/security on my estate."

We met with customers onsite, carried out a walkabout, and identified key problem areas. Following consultation, we installed smart perimeter railings with gated access. Issues have stopped, and costs related to fly-tipping and graffiti have reduced.

"A neglected area on an estate has become unsightly and is attracting fly-tipping."

Working with our grounds team, we planted a new hedge to improve the appearance of the area. The greenery has created a more pleasant environment and helped reduce antisocial behaviour and fly-tipping.

"We'd like old shrubs and plants in our front garden bed to be replaced."

You helped design the new layout and selected the plants. This collaborative approach created a more attractive space and encouraged pride and ownership within the community.

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“Uneven ground at a retirement scheme is making part of the front lawn inaccessible for wheelchair users and those with walking aids.”

We redesigned and hard-landscaped the area to create a safe, level, accessible space. You can now use the lawn comfortably for socialising and activities.

“We have difficulty opening the communal door to the bin area, especially when carrying waste or using walking aids.”

We installed an automatic door-opening system to improve accessibility and safety. You have welcomed the change and find the area much easier to use.

“We can’t always attend customer drop-in events but still want opportunities to share feedback.”

We changed the times of drop-ins, meetings, and events to include mornings, afternoons, evenings, and weekends. We’re soon launching a new digital engagement platform where you’ll be able to get involved and share feedback at a time that suits you from the comfort of your own home.

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You spoke

"I have multiple complaints and want to speak to RHP directly."

"We'd like to be involved with RHP's new digital engagement platform."

"I have to escalate to get results, no one takes ownership of problems and there are poor record keeping by contractors."

We listened

We held a dedicated complaints day, giving you the chance to speak to us in person about your concerns.

In developing our new Digital Engagement Platform we acted on several suggestions, including:

- ▶ Ensuring anonymity options, where appropriate.
- ▶ Agreeing that you should test the platform ahead of launch.
- ▶ Setting up plans for a Customer Editorial Panel to review content and scrutinise platform feedback.
- ▶ Including recommended topics like signposting to third-party support and showcasing how feedback leads to real results.

As part of our new in-house repairs service, we're strengthening contractor training and performance management, and introducing quality assurance inspections after repairs are completed.

To find out more about how you can get involved, visit:
www.rhp.org.uk/customer-engagement

