

You spoke, we listened:

August 2024



Your feedback helps us listen, act, and improve. Our Customer Scrutiny Group (CSG) meets every few months to talk about our service and policies. You can see the key themes below, along with how we've taken this feedback on board. We've also included other customer feedback, and the changes we've made. Thank you to everyone who shared their views.

For more information on our performance, including how to have your say, visit <https://www.rhp.org.uk/about-us/how-were-doing>.

You spoke

"When I call RHP, I want to be able to speak to someone who can resolve my query."

"I'm a Homeowner - I want to speak directly with the Homeowner Team."

We listened

We've changed how our teams are structured, so now when you call us, you'll be given an option to choose, based on your type of query. This will put you straight through to the right team, who will aim to resolve your query at first contact. Find out when it's best to contact different teams here: www.rhp.org.uk/our-services.



We now have six employees to support you with homeowner-specific queries. You can contact them by emailing homeowner@rhp.org.uk. You can also call **0800 032 2433** and select option 4, then 3 to speak to them. If your call can't be answered within 30 seconds, you can leave a voicemail message, asking for a call back. If you need to meet them in person at our Teddington office, please contact them in advance.



You spoke

"I want a quicker response to my emails, and faster resolution."

"I want to be able to book my repair online."

"I want my repair to be fixed first time, without having to chase or complain."



We listened

You can now fill out a contact form at www.rhp.org.uk/contact-us/contact-form, and it'll be sent directly to the team who can give you an answer.



If you need to request a repair, you can now do it through our improved tool, using your online account. We revamped Repairs Online to improve its usability, getting customer feedback to ensure it's quick and easy to use. The improvements include enhanced filtering options to help you pick the specific repair you need, improving the language so everything is clear and easy to follow, and introducing self-help videos for repairs that are your responsibility, so you can get them sorted quickly. You can:

- request a repair for routine jobs
- 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.

Around 20% of all repairs are now requested this way.



Improving our repairs service is an ongoing priority. We've increased the number of resource schedulers to enable us to allocate work more easily to our operatives, and our colleagues within RHP Home are now handling inbound telephone calls to improve our first-time resolution on repairs queries.

It's been great to hear some of your feedback about our skilled and friendly operatives, since we launched our new repair service last summer. Comments include: "Very good service from RHP and the new company," "It has improved 100%", "Very thorough, I was so pleased with the result", "Polite and professional tradesman," and "Fixed to perfection."

You spoke

"I want you to adjust the services you deliver, based on my needs."

We listened

We've made changes to our customer database, so we can capture vulnerabilities and service adjustments, and provide the best care and support. All RHP employees can see this information when they help you. We've also added messaging to our phone service, inviting customers to let us know if they have specific needs we should be aware of.



"I want you to have greater presence in my neighbourhood."

As part of our quest to be connected to our local communities, and in response to your feedback that you'd value more opportunities to share your views, we've introduced a new Community Engagement Team. The team are 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're doing this is by creating four community hubs and 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 and social media channels for more information about events led by the team, and how you can get involved.

