

CUSTOMER ENGAGEMENT SERVICE IMPROVEMENTS 2026-27

Area for improvement or requirement	Insight source	Response	Outcome for customers (Impact)	Improvements made Update June 2026	RAG rating
Complaints Case Management: Reduce the percentage of complaints escalating to Stage 2 or to the Ombudsman.	- Customer Complaints - Housing Ombudsman Service (HOS)	We now try and phone the customer at each stage of the complaint process and to discuss our complaint outcome before sending it to reduce the risk of escalation Introduce complaint case review as part of contract monitoring arrangements.	Better resolution of complaints.	Complaints Team now try and contact customers at each stage of the complaints process to talk through the complaint outcomes and agree the findings and next steps. Two new complaint advisors joined the team in June. They are currently undertaking a structured training and induction programme, with ongoing support to ensure complaints are managed consistently and in line with our policy.	
Management of Temporary Accommodation Customers wanted to know what support they would get in temporary accommodation.	- Customer Complaints - Customer direct feedback	We have reviewed and updated our temporary accommodation policy so it is clear when TA will be offered and the support that will be given to customers	Clarity on the temporary accommodation process and support (including financial) that is provided.	An updated draft Temporary Accommodation policy / procedure has been produced that is going through our governance approval process.	
Poor Communication with repairs Customers not receiving regular updates and having to chase for progress.	Housing Ombudsman Service	Repairs team restructured and now have a team focussed on complex case management including complaints	Improved management of repairs related complaints	Repairs team restructured and dedicated team to manage complaints.	

Understanding needs of vulnerable customers failure to properly manage vulnerable residents and health & safety risks, alongside policy non-compliance.	- Housing Ombudsman Service - Ruils (a charity supporting disabled children and adults with long term health conditions to live independently)	Carrying out a survey of customer needs including service adjustments and support needs. Ruils invited RHP to host a borough-wide accessibility summit and present our partnership as an example of best practice in customer engagement and reasonable adjustments.	Services can be tailored to meet customer needs	An independent survey of customer needs is planned to start in August 2026. The Ruils event in June 2026 strengthened stakeholder relationships, showcased RHP's collaborative approach and opened opportunities to develop similar partnerships with organisations such as Age UK Richmond.	
Complaint letters – responses - Sending the satisfaction survey when the complaint is resolved rather than when the response is sent - Quicker contact with the customer when the complaint is received to build a relationship and understand the details of the complaint. - Shorter clearer complaints responses that confirm resolutions have been completed rather than promising future commitments.	- Customer Focus Group. - Digital neighbourhoods Complaints Group.	Feedback has been reviewed by the Complaints Team, and they have introduced changes to focus on outcomes and clearer shorter responses.	Having assurance that issues raised have been resolved.	These changes have been implemented and the Complaints Manager will review responses to ensure approach is embedded across the team.	

Improve Neighbourhood services A resident attending Mortlake Hall raised concerns that refuse collection vehicles were damaging the communal paving, creating uneven surfaces and a potential trip hazard. Following correspondence from a Kingston ward councillor, residents requested greater engagement regarding concerns about their communal areas.	Community Event	The Community Engagement team worked with the local authority to review collection practices, liaised with the waste contractor and coordinated repairs to remove the immediate safety risk. We organised an evening residents' meeting, shared summary notes afterwards.	Improve the areas where customers live	The paving has been repaired, collection practices amended to prevent further damage, and RHP is working with Bluescapes on longer-term improvements to protect the area. We arranged follow-up door-knocking sessions to provide additional opportunities for feedback.	
Increasing Engagement Opportunities Feedback from a customer group identified that customers living in street properties were underrepresented in neighbourhood engagement activities. Customers told us they want greater visibility of how their feedback influences decision-making, more opportunities to shape services, stronger management of contractor performance, and improvements in how anti-social behaviour (ASB) is addressed.	- Customer group / Community Engagement Team - Meet the RHP Board event - CEO Sounding Board	A dedicated engagement event has been planned in Kew, combining door-knocking, a local drop-in and written feedback opportunities to ensure all customers can participate. We are expanding opportunities for involvement through focus groups and our Digital Neighbourhood, strengthening oversight of subcontractors, and holding an ASB customer focus group to support service improvement.	Increase the range of engagement opportunities	A programme of estate visits to customers in their homes will be carried out through the summer and autumn. There are currently 15 projects for customers to provide feedback on our Digital Neighbourhood platform. An ASB focus group is planned for August 2026.	

Improve the customer experience of using the Customer Portal Some customers found it not easy to use the new portal to make payments and book repairs	- Survey of customers who use the customer portal - Through Digital Neighbourhoods	We are reviewing customer feedback and have already made some changes to improve the registration and verification process.	An improved user experience.	We are going to consider the various feedback from customers as part of the next stage of the development of the portals.	
Ensure customer policies are easy to read: Customer feedback highlighted several opportunities to improve accessibility, transparency, and the overall customer experience.	Digital Neighbourhoods	Feedback on individual policies has been considered as part of the reviews and we have made changes to try and ensure they are easy to understand.	Easier to read and clearer customer policies on our services	We have set up an editorial panel on Digital neighbourhoods and all key customer documents including policies will be published on the site	