‘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.

Find out more at: www.rhp.org.uk/your-home-services/access-our-services

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. 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 of these times if possible.



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



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

OUR CUSTOMER PORTAL

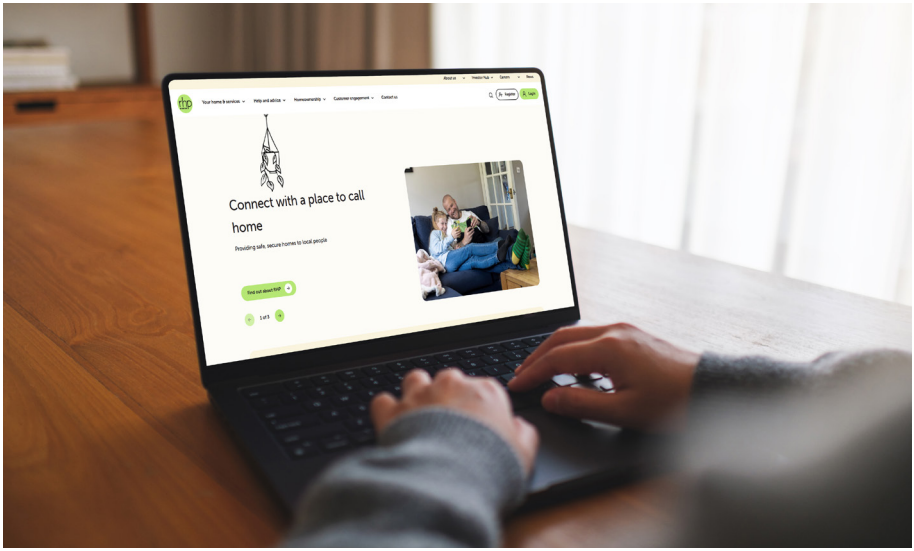
You can access our services online through our Customer Portal, which makes it easy to carry out simple transactions anytime, anywhere, and from any device. This includes making a payment, requesting a repair, or updating your details.

Register or login to the portal at: portal.rhp.org.uk/user/login and follow the steps. It only takes a few minutes.

Once you're set up, you can:

- Make payments and check your balance.
- Request repairs and view 'how-to' videos for common household repairs that are your responsibility.
- Add and update your account information.
- Manage your settings.

If you don't have internet access, or if you'd prefer not to use online services, you can also access the same services in a range of ways including by phone and face to face. This booklet contains information on how you can access our different services in a way that meets your needs.



PROVIDE INSIGHT TO SHAPE OUR SERVICES

We can only deliver a brilliant service if we listen to you, learn where we need to improve, and act on what you've told us.

There are plenty of ways for you to tell us what you think and provide insight and feedback including:

- Joining a Customer Focus Group (focusing on topics such as repairs, complaints, and anti-social behaviour), or our Customer Review Group.
- Attending a local drop-in session run by our Community Engagement Team.
- Responding to a text or email survey if we send you one.
- Answering a survey carried out by an independent market research company called IFF Research, who may call to ask questions about our service, like repairs, anti-social behaviour, and communal cleaning.
- Registering for RHP's Digital Neighbourhood – our online engagement forum where you can share your views on policies, strategies, and other changes affecting you or your estate. Join here: www.digitalneighbourhood.rhp.org.uk

Find out more and view our full 'Menu of opportunities' here: www.rhp.org.uk/customer-engagement/ways-to-get-involved

Get in touch by contact form or phone if you're interested in getting involved.

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 on our website.



View our quarterly performance results here: www.rhp.org.uk/customer-engagement/quarterly-performance

View our quarterly 'You spoke, we listened' action plans here: www.rhp.org.uk/customer-engagement/you-spoke-we-listened

COMPLAINTS

We believe complaining shouldn't be difficult. If things go wrong, we want to know so we can put them right. You can make a complaint by phone, online, in writing or in person, either yourself or through someone you have nominated to act on your behalf.

Our dedicated Complaints Team will acknowledge your complaint within five working days and agree their understanding of the issue and the outcome you are seeking. We will then investigate and aim to provide a full Stage 1 response within 10 working days. If you're unhappy with the outcome, you can ask for your complaint to be escalated to Stage 2, where we will provide a final response within 20 working days.

To make a complaint:

- Call **0800 032 2433** Monday to Friday, 8am to 5pm.
- Complete an online contact form and select 'Complaint' at: www.rhp.org.uk/contact-us
- Write to us or arrange a face-to-face meeting at 8 Waldegrave Road, Teddington, Middlesex TW11 8GT.

For more information about our complaints process, performance and how we've learned from complaints, visit: www.rhp.org.uk/your-home-services/complaints.

ANTI-SOCIAL BEHAVIOUR (ASB)

You should feel safe and secure in your home and local community without suffering from the anti-social activities of others. To report ASB, 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/your-home-services/managing-anti-social-behaviour.

Noise nuisance

If you're experiencing noise from your neighbours, we encourage you to speak to them directly, as many people are unaware their behaviour is disturbing others. We can offer advice on how to approach these conversations. If you can't resolve it between yourselves, then you should keep a record of incidents or use The Noise App, a free mobile tool that allows you to record and send examples of noise disturbances for us to review. You can get more information on all of this through our ASB toolkit or if you don't have internet access, give us a call.

REQUEST A REPAIR

We aim to deliver a safe and efficient repairs service, that protects your home for today and tomorrow.

In October 2025, we brought our repairs service in-house to give us more control over the quality of the service we deliver to you.

Our qualified and friendly Repairs Technicians will carry RHP Home ID with them - please check this before letting anyone into your home.



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.
- Minor aids & adaptations for disabilities.
- 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.
- Garages attached to properties and within blocks.
- Boundary walls, fences, gates & hard landscaping (only adjacent to communal and public areas – we're not responsible for dividing fencing or walls).
- 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.
- 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.
- 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.
- 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.
- Broken external doors or windows that compromise security.
- Damp and mould that is affecting breathing or causing illness.
- Total loss of water supply (please contact your water provider first to check the issue isn't with the main water pipe).



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 our Customer Portal, where 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.



AIDS & ADAPTATIONS

We're committed to supporting tenants with disabilities to live more independently and comfortably.

Through our aids and adaptations service, we offer a range of home modifications recommended by an Occupational Therapist and funded through the Disabled Facilities Grant.

To request aids or adaptations, you'll need to contact your local council for a free home assessment. An Occupational Therapist will visit you at home to discuss your needs and recommend the necessary changes.



For more information visit:
www.rhp.org.uk/your-home-services/aids-and-adaptations.

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.

The team also work on estate improvement plans, targeted on taking action to address feedback directly from customers living in that area.

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.



Keep up to date with events in your area at:
www.rhp.org.uk/customer-engagement/community-events.

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.
- Cleaning of any communal windows at floor level (any higher than this is completed by a window cleaning company once every three months).

All blocks are inspected regularly by a manager to make sure cleaning standards are being met.





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 14 working days during the growing season. This excludes weekends and bank holidays.

Hedge maintenance

We aim to carry out the pruning and shaping one to two 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 aim to carry out any significant shrub reduction during mid to late winter, when plants are resting for the season, usually between November and the end of February. Pruning at this time is gentler on the plants and helps them grow back healthy and strong in the spring.
- 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.

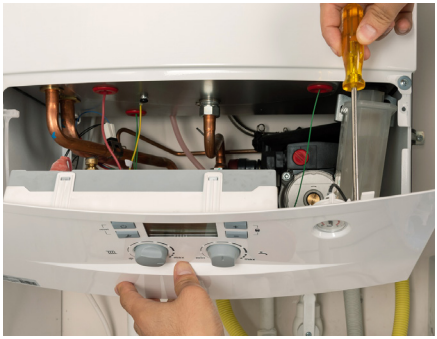
Your communal area

- 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.

Our gas and electrical testing, as well as emergency heating and hot water repairs, is carried out by Smith & Byford. You'll receive a letter from them letting you know when your check is due.

If you smell gas: what to do

- Don't use electrical switches or flames (no lights, phones, or matches).
- Open windows and doors to air the space.
- Turn off the gas at the mains if it's safe.
- Leave your home and make sure everyone else does too.
- Call **0800 111 999** (National Gas Emergency Service, free and 24/7).

After you've called:

- Contact us to report the issue.
- Share what the engineer advised and ask for written confirmation of next steps.

DAMP AND MOULD

We're committed to working with you to help maintain a healthy home.



Damp is caused by excess moisture and can lead to mould. Leaks, condensation, and poor ventilation are common causes of damp, so it's important to identify and manage these issues early.

If you have any concerns about damp, mould, or a leak in your home, it's important you let us know as quickly as possible, so we can work with you to get it sorted.

You can do this by calling **0800 032 2433** or completing a contact form and selecting 'Damp & mould' as the query type at: www.rhp.org.uk/contact-us

Top tips to prevent condensation, damp & mould

- 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 airbricks or vents.
- Use extractor fans when cooking, bathing or showering to remove excess moisture from the air.

For more information on spotting the signs of leaks, damp and mould and top tips on how to prevent them visit: www.rhp.org.uk/your-home-services/damp-and-mould.

Awaab's Law

From 27 October 2025, new legal standards came into effect to make sure your home is safe and healthy. These changes are part of Awaab's Law, introduced to protect you from serious hazards like damp and mould.

Under the law, social landlords like us must investigate and repair serious damp and mould within set timeframes, including continuing to fix emergency issues within 24 hours.



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.

PUBLICATION SCHEME

Registered providers must make seven classes of information available under the Social Tenants Access to Information Requirements (STAIRs).

In line with this, you can find our publication scheme page on our website at: www.rhp.org.uk/about-us/publication-scheme.

On this page the following can be found:

- The information we routinely publish.
- How to find the information easily.
- How to request information that has not been published.
- Any charges which may apply in providing requested information.
- How to get in touch for any help accessing the information.

If what you're looking for isn't on the page, you can make a request to: dpo@rhp.org.uk

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.

You're also responsible for the behaviour of people in your household including any visitors.

We take all reports seriously: any form of aggression towards our employees will result in RHP taking action.

This could include restrictions to our services, or action against someone's tenancy.





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