

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.



Q4 2025/26

You spoke



We listened



Customer insight channel



"The pet policy should consider pets other than dogs."

The policy was changed to reflect this.

Digital neighbourhood

"RHP's new Customer & Payment Portals should be easy to use."

Customers tested the portals and provided feedback on the ease of use and layout. Their suggestions were implemented to improve the user experience.

Customer Portal testing

"We're seeing frequent fly tipping and antisocial behaviour from non-residents coming into our estate."

We worked with the council to arrange the installation of redeployable CCTV cameras in key hotspot areas. These are designed to deter fly tipping and antisocial behaviour, helping improve the appearance of the estate and make it a more enjoyable place to live.

Estate meetings

Continued on next page

You spoke, we listened



You spoke



We listened



Customer insight channel



“The bin areas on our estate aren’t being used properly and there’s confusion about which spaces are for recycling and refuse. The car park lighting is also poor.”

We installed clear new signage in the bin areas so it’s easier to identify where recycling and general waste should go. This helps keep the space cleaner and reduces misuse. We also upgraded the car park lighting to improve visibility and help people feel safer.

Estate meetings

“We want more opportunities to speak with RHP, and greater flexibility in how we speak to you face-to-face.”

We now work from our Butts Farm Community Hub every other Thursday for the whole day, giving customers the opportunity to drop in at a time that suits them and the reassurance of knowing we’ll be there regularly. We have also expanded our drop-in sessions to include two new community centres, allowing us to reach even more local people.

Estate meetings

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You spoke, we listened



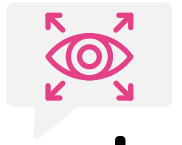
You spoke



We listened



Customer insight channel



“We’d like more opportunities to come together socially and build a stronger sense of community.”

We introduced Coffee and Crafting sessions at our Edgar Road Community Centre, hosted a wreath-making workshop at Butts Farm, and organised a festive event at a local primary school.

Estate meetings

“Our car park is often misused, with customers parking poorly, making it difficult for others to park properly. There’s also poor visibility at night.”

We arranged for the parking bays to be repainted, and new lighting to be installed. This will help ensure the car park can be used safely and efficiently. We’re also reviewing our parking management options, to help prevent future misuse.

Estate meetings

“Complaints responses are too long and complex.”

We’re now writing shorter and clearer responses, especially at stage two.

Complaints Focus Group

“You should resolve repairs quicker.”

We’re now aiming to resolve more repairs before we issue our response.

Complaints Focus Group

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Customer insight channel



“The ID verification process over the phone is intrusive.”

We’ve reviewed guidance on this, in time for the launch of the new Customer Portal.

Repairs Focus Group

“RHP should aim to minimise legal spend in handling non-genuine disrepair cases because of solicitors proactively contacting RHP customers. These funds could otherwise be spent on improving homes. RHP should communicate with customers to raise awareness.”

We will communicate to customers about this, including:

CEO Customer Sounding Board

- ▶ requesting for customers to contact RHP before responding to solicitors’ letters.
- ▶ providing a clear definition of disrepair to avoid costly claims which end up thrown out of court.
- ▶ explaining that if customers lose in court, they are liable for RHP legal costs
- ▶ highlighting that funds spent defending RHP could otherwise be spent on repairs.

Find out how we connect with our local communities, and listen to your feedback: www.rhp.org.uk/customer-engagement

