



At RHP, your feedback is incredibly important to us. It helps us understand what we’re doing well, and where we need to improve. Below are some examples of how we’ve taken your feedback on board over the past few months.

Insight channel

You spoke

We listened

Empty homes & quality standards

Direct feedback

You shared complaints about the quality standards of empty homes.

We introduced a detailed post-inspection checklist and now take thorough pictures of homes once works are complete to make sure they meet our lettable standard.

Customer Focus Group

You felt RHP’s new Empty Homes Policy should be clearer, especially around how ‘policy empty homes’ are handled.

We’re using a clearer definition for a ‘policy empty home’ and we’ve added a specific timeframe for reviewing their status.

Customer Focus Group

You stated that property adaptations shouldn’t be removed automatically when a property becomes empty.

We’re keeping property adaptations in place where they remain fit for purpose.

Repairs & contractor performance

Meet the Board event
CEO Sounding Board

You want stronger management of contractor performance to ensure a cost-effective repairs service and higher customer satisfaction.

We’re strengthening our oversight of subcontractors, reducing the volume of work assigned to them, and delivering a greater proportion of repairs directly through our own RHP Home Repairs service.

Insight channel 

You spoke 

We listened 

Anti-social behaviour (ASB) & support

Meet the Board event
Customers experiencing ASB

You told us you want clearer information on our approach to managing ASB, and improvements in how it's addressed.

We reviewed the information on our website to make sure it's easy to navigate for customers.

Customers experiencing ASB

Customers wanted to know what support they'd get if placed in temporary accommodation.

We introduced a temporary accommodation policy that'll give guidance on the support available, which'll be available on our website.

Customers experiencing ASB

You told us it wasn't always clear whether there was more we could do in managing ASB incidents.

We introduced a new process which includes regular reviews by a manager and a final review when closing a case.

Customers experiencing ASB
Estate meetings

Customers raised concerns about ASB on an estate and the nuisance it was causing.

We installed Rapid Deployment Cameras, which has helped deter reported ASB.

We arranged an ASB focus group specifically with local customers.

Estate & local community issues

Estate meetings

Customers wanted clarity around pets and whether they could keep certain types of animals.

We created our new Pets Policy.

Estate meetings

Customers complained about not having a shed.

We investigated and contacted customers to establish who already has a shed so that the additional sheds can be allocated to those without. We're nearing the end of this process.

Estate meetings

Customers reported suspected subletting.

We investigated, discovered the property was being sub-let on Airbnb, took the case to court, and successfully gained possession of the property.

Insight channel

You spoke

We listened

Estate meetings

Customers complained that bins were filling up too quickly and weren't being emptied enough.

We added an additional bin collection, increasing our visits to three times a week instead of two.

Customer experience & communication

Direct feedback

You want more opportunities to share your moving experience with us.

We introduced a new customer survey to capture feedback about your moving experience, giving us the opportunity to listen, adapt, and improve our service.

Meet the Board event

You want greater visibility of how your feedback influences our decision-making, and more opportunities to shape our services.

We're enhancing the way we listen by giving you more opportunities to have your say through focus groups and our Digital Neighbourhood. We publish ways you can get involved on our website.

Customer Focus Group

You told us we should ask for feedback on our complaints service only after your issues are fully fixed, rather than when we write to tell you how we plan to resolve them.

We'll now seek your feedback at the end of the entire complaints process.

Direct feedback

Customers wanted their complaints resolved without the need to escalate further.

We now try and call the customer to talk through the resolution before sending the final written response.

Digital Neighbourhood

It's frustrating to use two separate accounts for the new Customer Portal and the Payments Portal.

We're actively exploring an alternative payment journey and will involve customers in testing this new process.

Direct feedback

Customers told us they struggle with reading and writing.

We've made conscious efforts to adjust our methods of collecting information, including providing weekly phone calls to those who need it.

Find out more about our upcoming community events, and how you can shape our services: www.rhp.org.uk/customer-engagement