



# you said, we did

September | 2021



On the next page are examples of how we've responded to your feedback.

## "You said"

## WE DID!

**"I DON'T WANT TO QUEUE SO LONG WHEN I PHONE RHP."**



We've hired more people in our Customer Service Centre to help deal with your calls. We still get busy, but wait times have reduced (and we still respond to online chats within 30 seconds)

**"AS A HOMEOWNER, I WANT A DEDICATED TEAM WHO CAN HELP WITH ANY LEASEHOLD-SPECIFIC QUESTIONS I HAVE."**



We've created a new Homeowner Team with the right skills and knowledge to help with all leasehold queries. You can contact them on [homeowner@rhp.org.uk](mailto:homeowner@rhp.org.uk)

**"I ALSO WANT MORE RESOURCES ONLINE TO HELP ME."**



We've also created a Homeowner Page on our website, with links to our new Help & Advice Homeowner FAQ page. You can also find our comprehensive Homeowner Handbook there.

**"I WANT TO HAVE MORE CONTROL OVER MY ANNUAL GAS CHECK APPOINTMENTS."**



We're re-introducing online booking of annual gas check appointments. We'll send you an SMS when your check is due, and you can book online at a time that's convenient for you.

**"IF I HAVE A COMPLEX REPAIR, I DON'T WANT TO CHASE TO FIND OUT WHAT'S HAPPENING."**



We've appointed a Repairs Advisor to help coordinate across different teams and contractors. This ensures that complex repairs progress to completion as quickly as possible.

**"I WANT TO MOVE INTO SOMEWHERE I CAN CALL HOME."**



We've supercharged our New Lettings Standard, making sure that homes are fully decorated, with new carpet or flooring fitted throughout.

## "You said"

## WE DID!

**"I DON'T WANT TO SEE ITEMS DUMPED ON MY ESTATE."**



Fly tipping is illegal and if you see any dumped items please report it to us asap. Our average time to remove dumped items is now within three working days.

**"OUR COMMUNAL TREES ARE OVERGROWN."**



We have improved our communal tree maintenance program and between September - November 2020 we surveyed and tagged all our trees so that they can be easily identified. Since then, we've completed work on any that were considered dangerous. Our new tree maintenance program will start later this year.

**"DURING COVID RESTRICTIONS, I WANTED TO FEEL THAT MY HOME AND MY BLOCK WAS SAFE."**



Although our repairs service was impacted by Covid, we remained committed to carrying out all urgent repairs to keep your home safe.

We also continued with all our gas safety checks as planned (with visits carried out in line with government and local health authority guidelines).

Finally, we maintained 100% of our caretaking visits, focussing on health & safety inspections/fire safety clearances. We focused all our visits on disinfecting all touch points and bin areas.

## "You said"

## WE DIDN'T!

**"WHEN I CONTACT YOU WITH AN EMERGENCY REPAIR, I WANT AN EXACT TIME WHEN YOU'LL VISIT."**



When you report an emergency repair, we commit to visiting your home within 24 hours. We recognise you'd really appreciate a more specific timeframe, but because we are constantly receiving and prioritising new emergency repairs, we cannot give a specific time. We understand this may be frustrating, but keeping all customers safe is our priority and that's why we commit to visiting within 24 hours, and usually on the same day.