





# You spoke, we listened

September 2022 

We've listened to your views across a range of feedback channels. You can see the key themes below, along with how we've used your feedback to improve our services.

We can only keep improving if we hear from you, so thank you to everyone who shared your views.

Theme	You spoke	We listened
Repairs	<p>"You don't always update me about a repair when it's not fixed on the first visit."</p> 	<ul style="list-style-type: none"><li>• Rather than rely on mobile phones, our office-based scheduling team now have a centralised telephone system. This means our operatives can now reach them more easily when calling from your home, and any follow-on appointments can be booked there and then, so you won't need to chase us. It also improves communication between our Customer Service Team and our Repairs Schedulers, so that when you call us, we can get information about your repair much quicker.</li><li>• We're managing any outstanding repair issue which doesn't have an appointment linked to it more closely. We'll follow up and keep you updated better so you know what's going on.</li></ul>
Repairs	<p>"i don't want to wait so long for an appointment."</p> 	<p>We know wait times for repairs have increased recently, so we've recruited more tradespeople to help us handle your repairs.</p>
Repairs	<p>"Your operatives are friendly and professional."</p>	<p>We're delighted to hear this and recognise it's something you value. We'll make sure our whole team of operatives is focussed on providing a friendly and professional service every time they visit your home.</p> 
Customer services	<p>"Your online chat service is not always available."</p> 	<p>Over the past few months, due to peak demand for our telephone service, we've had to switch chat off temporarily at busy points in the day. We've now made some improvements in how we resource our live chat service, and we're committed to making sure chat is available between 9am - 12pm and 2pm - 5pm every weekday.</p>

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Customer services	<p>"The wait time on the phones can be too long."</p>	<p>Our performance on the telephone lines has improved through more effective resourcing and more productive call-handling.</p> <p>We still get busy (typically on Mondays and during the lunchtime period), but to avoid the need to queue, customers now have the option of requesting a callback.</p>
Complaints	<p>"My complaint is taking too long to resolve."</p>	<p>We've improved our turnaround time for resolving complaints and are now consistently meeting our five day target. Where that's not possible, we'll always let you know in advance why this is. Our responses are now more consistent and comprehensive.</p>
Grounds maintenance	<p>"I'd love to upgrade to a 'cut and collect' grass cutting service."</p> <p>"I'd like more ground maintenance visits: you don't do enough weeding, even where shrubs and bushes are trimmed."</p>	<p>We're re-procuring the contract to deliver grounds maintenance across all our estates. It's useful to know what matters to you, so that we can prioritise as much as possible within the new contract, and monitor performance against it more closely.</p>
Lettings	<p>"I want a fixed-term tenancy to last longer than five years to give me more stability."</p>	<p>We now offer ten year, fixed-term tenancies.</p>
Financial support	<p>"I'm struggling financially right now, and I'd really like some support."</p>	<p>We understand that times are tough for lots of people at the moment. We've created a financial support page on our website with a variety of information and links on the support available.</p> <p>It details current government grants and RHP's own Financial Support Directory which details what financial support is available within each borough.</p> <p>We have also started a range of drop-in sessions on Wednesdays and Fridays at our office in Teddington for customers who want or need support with their finances and benefit entitlements.</p>
Financial support	<p>"I'm a homeowner and the service charge letters are confusing."</p>	<p>We've listened to feedback on the layout and content of our estimated and actual service charge account letters. We've completely redesigned them to make them easier to understand.</p>

