

You spoke, we listened

May 2023 

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.

You spoke

"I want to talk to you about my problem, and sometimes a phone call isn't enough."

We listened

We're committed to providing opportunities for you to share your thoughts on our service, so as well as handling customer enquiries in person at our offices, we've started to run Connect with Home roadshow events, where you can drop in to chat to us about housing-related issues. We've held two so far and had some good in-depth conversations about a range of issues in your homes, so thanks to everyone who came along. We've taken your feedback on board and will make the next one later in the day, for people coming after work.

Keep an eye on our website, social media feeds and e-newsletter for details.



"Your approach to damp and mould isn't helpful or effective."

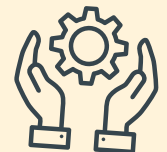
We've completely reviewed our approach to handling damp and mould. After you report this in your home, we will now:

- arrange a visit for us to wipe down the damp and mould and provide an initial assessment of the issue.
- arrange a follow up visit from an RHP surveyor or a specialist damp surveyor if necessary.
- carry out any recommended works, such as repairing defects which are allowing moisture to penetrate walls and ceilings, install or upgrade devices to help improve ventilation, applying anti-mould paint and improving insulation.

For more information, please see:

[How to prevent damp and mould | RHP](#)

[What to do if you have damp & mould | RHP](#)



You spoke

We listened

“I don’t want to wait so long for a repair.”

We’re fundamentally changing our repairs service from June 2023. Some of the improvements you can expect include:

- an increase in the number of people employed to help deliver our repairs service.
- more flexible appointment times.
- an improved online appointment booking system that will make it easier for you to select the right repair.



We’re confident these new partnerships will have a positive impact on our service, responding quickly to keep your homes safe, warm, and comfortable. We hope you notice a difference from June, and further improvements after that as we establish RHP Home. We’ll be providing a range of opportunities for you to feedback on our repair service so that we can keep getting better. For more information, visit www.rhp.org.uk/news/changes-to-our-repairs-service-during-may/.

“I don’t want to book numerous appointments for different repairs.”

Our new repairs contract is designed to avoid repeat visits. It targets a minimal number of visits to your home, so you can expect operatives to assess and fix multiple problems during their visit.

