

# You spoke, we listened:

## Customer Scrutiny Group



We can only deliver brilliant service if we listen to you and learn where we need to improve. Our Customer Scrutiny Group meets every few months to talk about our service and policies. You can see the key themes below, along with how we've taken their feedback on board. We can only keep improving if we hear from you, so thank you to everyone who shared their views.

For more information on our performance, including how to have your say, visit <https://www.rhp.org.uk/about-us/how-were-doing>.

### Topic

### You spoke, we listened

RHP quarterly performance metrics

The group asked how we'd improve satisfaction and make the data clearer. We're challenging when performance is below expectations and scrutinising the actions we're taking to improve. We'll also aim to improve the clarity of data presented online.



RHP's five-year strategy

The group felt we're aiming for the right things over the next five years.



RHP's service standards

The group were happy we're aiming to keep customers at the heart of our services.



**Complaints:** review of our self-assessment against the Housing Ombudsman's Complaint Handling Code of Conduct.

The group approved RHP's approach and welcomed the additional information presented online, saying it made the process clearer for customers looking to complain.



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Communication is key to make sure customers are updated and know what's happening with their complaint. We've used this by adding additional update calls at the start of a complaint investigation, and before a response is issued. The group recommended we get customer feedback into how their complaint was handled. We now do this by including a feedback link with all complaint responses, and via the TSM surveys.



**New / revised policies:** the group reviewed the complaints policy, openness & transparency policy, and expectations from employees, board members & involved customers policy.

We'll make changes following feedback into the wording of policies and the overall aims of each one.



Tenant Satisfaction Measures (methodology) & review of last year's score. The group heard about the background of TSMs, and the individual measures we're using to monitor satisfaction, including perception-based survey questions.

- The group approved of RHP's procurement exercise to appoint an external market research company to conduct these surveys. They believed that their independence would add validity and transparency to the results.
- The group also welcomed conducting surveys by phone to make sure no customer groups were excluded, and everyone's voice gets heard.
- The group liked the additional of open-ended questions to gain extra insight beyond the scores to understand why customers score as they do, and what can be done to improve.
- The group highlighted that for so many different services (repairs, ASB, complaints etc), communication is key, as customers expect to be updated and do not expect to chase. This is central to our new repairs service and our service standards.



**Damp and mould:** the group shared their experiences and expectations.

- The group approved of our new approach and recommended additional triaging at the first point of call, to prioritise high-risk cases.
- The group recommended RHP issue dehumidifiers where appropriate, and where we know issues will not be resolved quickly. We now do this.

