

**“you said”,**  
**WE DID** 

# rhp “you said”, WE DID

You said	We did
“Sometimes I just want to speak to someone”	We reviewed our service standards, so you can be clear what to expect from us. As part of this, we're committed to resolving your issue brilliantly however you choose to get in touch. The quickest way to get a response is by chatting to us on web chat between 8am – 8pm. You can also contact us on our main Facebook and Twitter pages, or if it's out of hours you can drop us an email. If you'd prefer to use the phone, you're welcome to call us on 0800 0322 433.
“It's not clear how to complain if I'm not happy”	We wrote to all customers to outline the different ways to contact us and get involved. We also made a video about this. (Oct 18)
“I want to know how to report parking obstructions”	We updated the super search section of our website with our parking provider's details. (Sept 18)
“Can your caretakers at Brick Farm Close be trained how to reset hallway lighting? Sometimes they are left on permanently for ages.”	We trained our caretakers at Brick Farm Close and Chertsey Court to reset the communal lighting. (Sept 18)
“It would be great to be able to save web chat history.”	We created a button, so you can keep a record of your webchat history. We're now looking to develop this further, so you can look back on all your contact with us. (Aug 18)
“I'd like to see more information on your repairs performance.”	We now include the following performance indicators: - Tenant satisfaction with repairs - Repairs completed on time - Repairs fixed first time (Oct 18)
“I want to know who does what on My RHP.”	We created a handy 'Who's who' summary on MyRHP which is pinned to the top of the page. (Aug 18)
“I shouldn't have to ask to see certain policies.”	We posted all our policies on super search at <a href="http://www.rhp.org.uk">www.rhp.org.uk</a> . (Sept 18)
“Communication needs to improve when contractors are carrying out work on your behalf.”	Our repairs team is working more closely with our contractors to communicate details of rolling programmes of work. We will make sure everyone receives a letter before work starts. (Sept 18)
“I don't want to repeat myself if I speak to a different advisor - I want you to retrieve my details more quickly.”	After each contact, you'll be given a reference number so we can access the details quickly if you need to speak to us about the same thing again. (Nov 18)