

You said, we did

October 2022



We've listened to your views across a range of feedback channels. See the key themes which emerged 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 said	We're doing
Repairs	<p>Sometimes we're not updating you about your repair when we don't fix it on our first visit.</p> 	<p>We know this is a real frustration for you, so we've done a few things:</p> <p>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.</p> <p>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.</p> <p>We're also managing more closely any outstanding repair issue which doesn't have an appointment linked to it. We'll follow up and keep you updated better so you know what's going on.</p>
Repairs	<p>You don't want to wait so long for an appointment.</p>	<p>We know our wait times for repairs have increased recently. So we've been recruiting more trades people to help us handle your repairs.</p> 
Repairs	<p>Our 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 are focussed on providing a friendly and professional service every time they visit your home.</p> 
Customer services	<p>Our online chat service is not always available.</p> 	<p>Due to peak demand for our telephone service, we've recently had to switch chat off temporarily at busy points in the day. We recognise many customers prefer this digital channel and we're committed to resourcing this appropriately.</p>

Theme	You said	We're doing
Customer services	The wait time on the phones can be too long.	<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>Your 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.</p> <p>Our responses are now more consistent and comprehensive.</p>
Grounds Maintenance	<p>You'd love to upgrade to 'cut and collect' grass cutting service.</p> <p>You also said you'd like more ground maintenance visits, and that we 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	You said you want your fixed term tenancy to last longer than 5 years to give you more stability.	<p>We now offer 10 year fixed term tenancies.</p> 
Finance & Customer support	<p>We know times are tough at the moment and some of you have told us you're struggling financially</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>
Finance & Customer support	The service charge letters for homeowners can be confusing	<p>We've listened to feedback on the layout and content of our estimated and actual service charge account letters. As a result, we've completed a full redesign to help customers receiving these letters understand the content more.</p> 