



Connect with home

RHP's year at a glance:
2022/23

£26.6m

invested in maintaining & improving existing homes

118

New roofs

200



Kitchen replacements

75%



Tenant Satisfaction
(Transactional)

58%



Tenant Satisfaction
(Perception)

85%



Satisfaction with Caretaking

224



FAMILIES MOVED INTO RHP homes

36



NEW HOMES COMPLETED

Planning Approval for **HAM CLOSE**



regeneration

77%



REPAIRS COMPLETED on time

35 STAGE TWO



COMPLAINTS

BS9997



ACCREDITATION OF OUR

Fire Safety Management System

21



blocks received FIRE COMPARTMENTATION improvements

G1/V1



RSH GOVERNANCE & VIABILITY RATING

A+ CREDIT RATING

(NEGATIVE)



(Standard & Poor's)

86%



EMPLOYEE SATISFACTION



TOP EMPLOYER 2023

4.7



GLASSDOOR RATING

Looking ahead: we faced a range of external and internal challenges throughout 2022/23, and our service hasn't been at a standard we aspire to deliver.

We've listened to your feedback and in 2023/24 we're focusing on the areas that you've told us matter most to you. These include: **improved communication**, **better complaints handling**, and a **more efficient repairs service**.