



ReSI Homes

Annual Customer Report

Welcome from the Chair

Welcome to ReSI Homes' first Annual Customer Report.

This Customer Report provides an overview of performance throughout the year, changes that ReSI has implemented, and our priorities over the next year.

Over the past year, ReSI Homes has continued to grow, providing over 1,300 shared ownership homes across England. As we have grown, improving customer engagement and ensuring residents have a stronger voice has been a major focus.

A key milestone was the launch of our National Customer Group (NCG), giving customers a direct role in scrutinising performance, influencing decisions and helping shape future services. We have also taken steps to improve communication, strengthen our approach to defects management and prepare for the introduction of a new Customer Relationship Management (CRM) system that will help us better understand and respond to residents' needs.

While we are proud of this progress, we recognise there is more to do. Our Tenant Satisfaction Measures show that customer satisfaction remains below where we want it to be, particularly in relation to defects and communication. During the coming year, we will focus on improving customer experience, increasing customer influence over service delivery and demonstrating how your feedback leads to tangible change.



Thank you to everyone who has engaged with us over the past year. Your feedback, challenge and constructive suggestions are helping us become a better landlord.

David Orr
Chair, ReSI Homes



Introduction

ReSI Homes is a Registered Provider of social housing with over 1,300 shared ownership homes across England. 2025/2026 was a pivotal and transformative year for ReSI Homes.

ReSI's National Customer Group (NCG) was launched in early 2026 with two meetings having already taken place in February and April 2026. The NCG is made up of ReSI Homes customers from all over the country, ensuring diverse and effective customer scrutiny.

ReSI continues to grow its affordable housing operations and strengthen customer scrutiny. Members of the NCG have received training from TPAS, which specialises in customer engagement in housing. Recruitment remains ongoing for additional group members and the Terms of Reference for the Group can be found on the ReSI Homes website.

ReSI Homes is proud to offer shared ownership. It provides a more affordable route into home ownership for individuals who otherwise may not be able to purchase on the open market, supporting access to long-term, stable homes.

In addition, during 2025 and 2026, the Board received several updates on a proposal for ReSI Homes to expand its affordable housing operations into general needs accommodation (social and affordable rent). This move demonstrates the steps ReSI is taking to broaden its role as a Registered Provider of social housing.



ReSI Homes is dedicated to being a responsible and customer-focused social landlord. To assist in this, two new Board Members were recruited in 2026, Graham Woolfman and Baerbel Schuett. Both bring extensive experience across the social and affordable housing sector to the ReSI Homes Board. These appointments strengthen and diversify an already dedicated and engaged board.

Mark Rogers

Independent Non-Executive Director



How We Performed in 2025/26

Tenant Satisfaction Measures and Complaints

ReSI recently submitted its Tenant Satisfaction Measures (TSMs), to the Regulator of Social Housing. The TSMs are a regulatory requirement and are intended to report on customer satisfaction across a range of measures, including complaints and building safety.

Our Tenant Satisfaction Measures

Measure	2025/26
Overall resident satisfaction	37%
Shared ownership sector benchmark	48%
Overall resident satisfaction, including neutral responses	62%
Stage 1 complaints responded to on time	100%
Stage 2 complaints responded to on time	100%
Complaints escalated to the Housing Ombudsman	0

Whilst we are disappointed that overall satisfaction was below the shared ownership sector benchmark, we have developed an improvement plan which has been reviewed with the National Customer Group and will be approved and monitored by the Board throughout 2026/27. The improvement plan focuses particularly on defects, communication and increasing opportunities for customer involvement in service delivery. During the year ahead, customers should expect to hear more from us about our services, how we communicate with you and how your feedback is helping us improve.

During 2025/26 ReSI received 11 Stage 1 complaints and 4 Stage 2 complaints. We responded to 100% of Stage 1 complaints and 100% of Stage 2 complaints within our target timescales. No complaints were escalated to the Housing Ombudsman during the year.

Of the Stage 1 complaints, 4 were upheld, 6 were partially upheld and 1 was not upheld. Of the Stage 2 complaints, 1 was upheld and 3 were partially upheld.

ReSI's most common complaint is related to defects.

Keeping you safe

Keeping customers safe remains ReSI's top priority. During the year, ReSI Homes maintained oversight of statutory landlord safety obligations for our homes and communal areas. This included monitoring compliance with fire safety requirements and working with managing agents and contractors to ensure required inspections and certifications remained up to date. Where safety issues were identified, actions were tracked with property managers and monitored through ReSI's governance framework.

For eligible homes, we achieved:

Safety measure	2025/26 performance
Fire Risk Assessments completed where required	100%
Communal electrical inspections completed	100%
Lift inspections completed	100%
Legionella assessments completed	100%

We recognise that feeling safe in your home is fundamental, whilst we are legally compliant, we promise to continue to make building and resident safety our highest priority, following feedback received in our Tenant Satisfaction Measures.

Whilst shared ownership differs from renting, meaning customers are generally responsible for repairs within their home, ReSI Homes remains responsible for oversight of building and communal area safety. We are committed to working with customers and managing agents to ensure homes remain safe and well managed.

Improving services

ReSI is dedicated to improving services for customers and is pleased to announce that we have recently appointed 'AfterBuild' to help resolve ongoing issues with defects, following customer focus sessions. This will improve coordination across contractors and support a more consistent approach to defects management.

Other changes, including clarity on branding and structure have also taken place following customer consultation.

You said – we did

You told us...	We responded by...
Defects were taking too long to resolve	Appointed AfterBuild to improve oversight and coordination of defects.
Communications were inconsistent	Relaunched the customer newsletter and increased resident engagement activity.
Customers had limited influence over decisions	Launched the National Customer Group and regular customer focus sessions.
Lease extension costs were too high	Extended our £1 lease extension fee arrangement to 116 customers who transferred to ReSI Homes from Orbit, with customers only meeting legal and administration costs.
Financial concerns around service charges	Reviewed service charges with high-cost property managers
Policies were difficult to understand	Reviewed customer-facing policies and made them clearer and more accessible.

Investing in better customer services

ReSI is launching a new Customer Relationship Management (CRM) system. The system will help us better understand residents' needs, improve communication, manage enquiries more effectively, and provide a more personalised service. The system will also help us understand customer feedback, identify areas where services need to improve and respond more effectively to residents' needs.



National Customer Group

The National Customer Group is ReSI's largest forum for customer engagement. It is chaired by Deneal Francis, with Marcia Newsam as Vice Chair. The Group is responsible for helping ReSI Homes to meet the regulatory standards of Transparency, Accountability and Influence. ReSI Homes and the Regulator of Social Housing strongly believe that customers should have input into the services delivered to them.

Since its launch, the NCG has provided customer scrutiny and feedback on several key areas, including customer-facing policies and the introduction of the Customer Story: a detailed review of a customer's experience, the lessons learned and the actions taken to improve future outcomes.

The Customer Story was presented to the ReSI Executive Committee for the first time in March 2026 and remains an essential update at meetings. The ReSI homes newsletter was also relaunched, with the intention to distribute it quarterly, providing a platform for communicating customer outcomes delivered through the NCG's work.

As ReSI grows, we intend to increase customer engagement and involvement by hosting thematic insight groups covering areas that matter most to our customers, an idea launched from customer focus groups. Watch out for further opportunities to engage with us once these go live.

What the National Customer Group has helped shape

Since its launch, the NCG has reviewed and provided feedback on:

- Customer-facing policies;
- Tenant Satisfaction Measure results;
- Complaints and lessons learned;
- Defects management performance;
- Customer communications and newsletters; and
- Customer engagement plans.

The Group has also introduced a "Customer Story" process, helping ReSI Homes understand the experiences of customers whose expectations were not met and identify opportunities for improvement.



Meet the Chair and Vice Chair

Meet the Chair and Vice Chair below:



Deneal Francis
Chair

Deneal is a ReSI Homes shared ownership resident living in Essex and has over 20 years' experience in banking and financial governance. She joined the NCG because she is passionate about ensuring customer voices are heard and reflected in the decisions ReSI Homes makes.



The National Customer Group gives customers a direct voice in shaping services and influencing decisions. I have been encouraged by the organisation's growing commitment to listening to customers and acting on feedback. I hope even more customers get involved and feel confident that their views can help shape the future of ReSI Homes.



Marcia Newsam
Vice Chair

Marcia became a ReSI Homes customer in 2025 and brings extensive governance and assurance experience from her professional career. She joined the NCG to help strengthen customer influence and ensure services are shaped by the people who use them.



The NCG is creating a genuine partnership between customers and ReSI Homes. We have made a strong start and now have an opportunity to turn customer feedback into lasting improvements for customers across the communities we represent.

If like Deneal and Marcia, you think that you could contribute to the NCG either as a member or by joining one of our upcoming thematic groups then please reach out to us at getinvolved@placesforpeople.co.uk.

We would also welcome your ideas on other ways to amplify the customer voice, scrutinise our performance and help shape the future of ReSI Homes.



Message from ReSI's Board

The Board values customer feedback and views complaints as a vital tool for improvement. The Board reviews customer performance at every meeting and receives regular updates on customer satisfaction, complaints, defects performance, customer engagement activity and service improvements.

While ReSI Homes remains compliant with the Housing Ombudsman's Complaint Handling Code, the report highlights areas needing attention, particularly defects management and customer communication.

The Board supports these actions, including the appointment of AfterBuild, improvements to the defects process and the establishment of the National Customer Group. The Board will continue to monitor progress to ensure customer feedback leads to sustained service improvements and better outcomes.

Improving customer satisfaction, strengthening customer influence and improving defects management will remain priorities during 2026/27.

Our Priorities for 2026/2027

Thank you to all customers who have taken the time to share their feedback during the year. Your views are helping to shape the future of ReSI Homes.

These priorities have been agreed and shaped by customer feedback, our Tenant Satisfaction Measures, and decisions made with the National Customer Group:

- Improving resident satisfaction and customer experience;
- Expanding membership of the National Customer Group;
- Launching thematic customer groups on issues that matter most to customers;
- Reducing defects and improving aftercare support;
- Increasing customer influence over service delivery;
- Improving communication through our new CRM and customer newsletter;
- A deep dive and understanding of service charge and estate management costs;
- Continuing to strengthen building safety oversight; and
- Demonstrating how customer feedback directly shapes our services.



