ReSI Homes

ReSI Homes National Customer Group

Meeting Summary | 24 February 2026

About the meeting

The first formal NCG meeting identified the service areas where Customers most wanted to see improvement and established the starting point for the group's work.

The NCG Chair set out an ambition for the group to challenge constructively, scrutinise performance and ensure Customer experiences influence future decisions.

Key topics discussed

Establishing the NCG's priorities

NCG members identified several areas they wanted the group to focus on, including repairs and defects, estate management, service charges and value for money, communication, complaints and clearer accountability when several organisations were involved in delivering services.

Members particularly highlighted the need for clear responsibility and escalation routes when something goes wrong.

Repairs, defects and aftercare

The NCG discussed defects and aftercare, including the challenges that could arise when several organisations were involved.

Members asked for clearer ownership, timescales, and communication. ReSI Homes colleagues discussed how learning from existing developments could strengthen future oversight.

Complaints and learning from Customer experiences

The group reviewed how complaints were being managed and questioned whether the number of formally recorded complaints fully reflected the dissatisfaction being experienced by Customers.

ReSI Homes colleagues agreed that clearer signposting was needed and discussed using Customer stories to identify wider learning.

Service charges and value for money

Members asked for greater clarity around service charges, including what Customers are paying for, which organisations provide different services and how Customers can understand whether they are receiving value for money.

Building the foundations for scrutiny

The group discussed how it would work throughout its first year, including regular meetings, additional topic-focused sessions and independent scrutiny training.

Members will help shape future agendas and identify subjects for more detailed scrutiny.

What happens next

- ReSI Homes will improve information explaining responsibilities and escalation routes.
- Oversight of defects and aftercare will be strengthened.
- Complaints information and routes will be made clearer.
- Regular Customer communications and opportunities to provide feedback will be reintroduced.
- NCG members will receive independent scrutiny training.

Looking ahead

This meeting has established the baseline for the NCG's work. Future meetings will show how the priorities identified by Customers are being turned into clearer processes, stronger oversight and measurable service improvements.