ReSI Homes

ReSI Homes National Customer Group

Meeting summary | 28 April 2026

About the meeting

The April meeting built on the priorities established at the first meeting. The NCG started to develop the information and involvement arrangements needed for more detailed scrutiny.

The NCG Chair highlighted collaboration, evidence-led scrutiny and transparency as important principles for the group's work.

Key topics discussed

Early evidence of Customer influence

The NCG reviewed progress resulting from Customer involvement. This included changes made following Customer reviews of policies, work to make information more accessible and the introduction of Customer stories to identify learning when experiences had not gone as expected.

ReSI Homes colleagues reported that around 20 Customer outcomes had been recorded by this point.

Complaints: clarifying routes and capturing dissatisfaction

Members challenged whether formal complaints information provided a complete picture of Customer dissatisfaction.

The discussion considered how feedback and service failures are recorded, the role of property managers, escalation to ReSI Homes and how Customers can more easily understand where to go when something is not resolved.

The group agreed that further work was needed on escalation routes.

Defects and estate management: strengthening visibility

The NCG continued to challenge ReSI Homes on defects, estate management and the quality of information available to Customers.

Members discussed how inspection information could be made clearer and more comprehensive, and the importance of Customers being able to see what service should be delivered and whether it has happened.

Customer information: making services easier to understand

Members reviewed the ReSI Homes website and suggested several improvements to make information easier to find and understand.

Suggestions included clearer explanations of how ReSI Homes works with property managers, better signposting and greater visibility of NCG activity.

Customer engagement: widening how Customers can influence services

The NCG helped shape the Customer Engagement Strategy and discussed how Customers could become involved in ways that suit different interests and circumstances.

Members identified service charges, repairs, defects, estate management and complaints as areas where more focused Customer involvement could add value. ReSI Homes colleagues confirmed that a significant proportion of the suggestions could be incorporated into the strategy.

Moving towards evidence-led scrutiny

Following independent scrutiny training, members discussed the information they would need to properly examine performance.

The group agreed that scrutiny should be evidence-based, while protecting personal, sensitive and commercially confidential information.

What happens next

- Customer escalation routes will be made clearer.
- Customer-friendly information and policies will be developed further.
- The visibility of estate management standards will be improved.
- Focused Customer involvement opportunities will be developed.
- The NCG will receive better information to support scrutiny.
- Customer feedback and Customer stories will continue to be used to identify wider service improvements.

Looking ahead

The NCG began to put the foundations for effective scrutiny in place. These arrangements will support more detailed scrutiny and help identify where further service improvements are needed, particularly around complaints, defects, service charges and communication.