ReSI Homes

ReSI Homes National Customer Group

Meeting summary | 09 July 2026

About the meeting

The July meeting built on the NCG's developing scrutiny role, with discussion focusing on specific service changes, improvement plans and clearer reporting. Members increasingly moved beyond identifying issues and asked how progress would be demonstrated.

NCG members also discussed taking greater ownership of future agendas so that meetings could provide more time for scrutiny, recommendations and tracking progress. This represented a further step towards the NCG operating as an active Customer scrutiny group.

Key topics discussed

Service charges: moving from concern towards scrutiny

Service charges remained a major area of discussion.

Members asked for clearer information about the services Customers pay for, how frequently services should be delivered, how standards are monitored and what happens when expected services are not provided.

The group also discussed making development-level information and service standards more accessible to Customers.

Defects: from stronger oversight to performance reporting

The NCG received an update on strengthened arrangements for managing new-build defects.

Members discussed how Customers would report and track defects, escalation arrangements and how performance information could demonstrate whether the new approach was improving the Customer experience.

It was agreed that performance reporting would be shared with the NCG so members can assess whether the strengthened arrangements are improving the Customer experience.

Complaints: considering a change in ownership

Members continued to challenge the difference between recorded complaint volumes and wider Customer dissatisfaction.

ReSI Homes colleagues confirmed that options were being explored to strengthen oversight of complaints, including the possibility of ReSI Homes managing Stage 1 complaints directly.

The NCG asked for clearer information showing how the current and proposed processes would work.

Customer satisfaction: developing an improvement plan

The group reviewed Customer satisfaction results and discussed themes including communication, complaints, property manager performance, defects and value for money.

Members asked for a clear improvement plan that would show the direction of travel, ownership and progress rather than simply reporting survey results.

Customer journey: defining the end-to-end experience

The NCG proposed developing a clearer end-to-end picture of the Customer journey, covering areas including sales, handover, defects, complaints, ongoing management, resales and staircasing.

ReSI Homes colleagues confirmed that this aligned with improvement work already under consideration.

Customer involvement: developing thematic insight groups

Members supported the development of thematic insight groups. These could allow Customers with relevant experience or an interest in a subject to contribute to focused improvement work without becoming full NCG members.

What happens next

- Clearer information about service charges and service standards will be developed.
- The effectiveness of strengthened defects arrangements will be monitored.
- Proposals for complaints management will be developed further.
- A clearer TSM improvement plan will be created.
- Customer journey mapping will be progressed.
- Thematic insight groups will be explored.
- Communications will be improved so Customers can more easily see what the NCG is influencing.

Looking ahead

The discussion focused increasingly on defined interventions, including strengthened defects arrangements, a possible change to Stage 1 complaint handling, a TSM improvement plan, Customer journey mapping and thematic insight groups. The next stage will be to develop these areas further and establish how their impact on Customers will be measured.