ReSI Homes

ReSI Homes National Customer Group

Meeting summary | 08 September 2026

About the meeting

At its September meeting, the NCG reviewed progress across several areas discussed earlier in the year. The focus was increasingly on whether proposed changes were moving towards delivery, what difference Customers should experience and how evidence of improvement would be presented.

NCG members reinforced their desire to help determine future agendas and focused their challenge on the practical improvements Customers should experience, rather than activity alone.

Key topics discussed

Complaints: developing a new approach

The NCG considered proposals for ReSI Homes to take greater ownership of complaint handling.

Members discussed the importance of consistent complaint recording, clear communication, understanding the root causes of complaints and having measures that demonstrate whether changes are improving Customer experience.

The group supported the direction of the proposed approach while asking to remain involved in reviewing the process, testing the Customer journey and commenting on Customer communications.

Defects: testing whether strengthened oversight is working

Members reviewed progress on strengthened defects reporting and discussed how information could be used to identify recurring issues.

The NCG emphasised that improvements should not simply focus on resolving individual defects. Learning should also influence quality assurance, future developments and the way contractors and services are managed.

Members also asked for clearer reporting showing whether outstanding defects are reducing over time and whether recurring issues are being identified.

Customer satisfaction: reviewing the improvement plan

The NCG reviewed the proposed Tenant Satisfaction Measures Action Plan.

Seven themes had been identified: complaints handling, communication and engagement, value for money and service charges, defects and estate management, Customer insight, anti-social behaviour, and transparency and accountability.

Members asked for the plan to show more clearly what difference Customers should experience, how progress will be tracked and how the NCG will be able to challenge performance.

Service charges: beginning formal Customer-led scrutiny

Service charges continued to be identified as an important Customer priority.

The NCG confirmed that its first scrutiny review would focus on service charges. The planned work would consider the information available to Customers and provide an opportunity for members to examine the subject in greater depth.

Customer journey: reviewing the first stage

Members reviewed part of the Customer journey from purchasing a home through to aftercare.

The discussion considered clearer responsibilities and points of contact, the information Customers receive when moving home and how feedback could be gathered at important stages of the journey.

ReSI Homes colleagues confirmed that a fuller end-to-end review will continue as wider service changes become established.

Customer involvement: developing the forward programme

The group discussed the future NCG programme, including scrutiny reviews, service deep dives, policy consultations, topic-focused sessions and opportunities for Customers outside the NCG to contribute. This will help balance formal meetings with more focused work between meetings.

Members also supported exploring whether suitable future Power Hour sessions could be opened to a wider Customer audience.

What happens next

- Changes to complaint handling will be progressed and the new process will be demonstrated to the NCG.
- Customer-facing information about complaints will be improved.
- The TSM Action Plan will be revised so the intended Customer benefits are clearer.
- The NCG's service charge scrutiny work will be progressed.
- Short surveys will be developed to gather feedback at important stages of the Customer journey.
- The wider review of the end-to-end Customer journey will continue.
- Reporting on defects will be strengthened to show progress over time.
- Further opportunities will be developed for Customers to become involved in focused improvement work.

Looking ahead

Several areas reached a more developed stage. The NCG considered the proposed new approach to complaints, reviewed the TSM Action Plan, confirmed service charges as its first scrutiny topic and considered part of the Customer journey. The next challenge will be to establish how progress and Customer outcomes will be measured.