ReSI Homes



Welcome To Your ReSI Homes Update

Spring 2026

We're pleased to bring you the latest update from ReSI Homes. As your landlord, we want to keep you informed about the things that matter most to you and your home. This newsletter is part of our commitment to improving how we communicate with you and making sure you receive clear, helpful information in one place.

We'll use these updates to share news, useful guidance, and ways you can get involved in shaping our services. If you have thoughts about what you'd like to see in future editions, we'd love to hear from you at **info@resi-homes.com**.

Introducing the ReSI Homes National Customer Group



We're excited to introduce the **ReSI Homes National Customer Group (NCG)** – a new way for Customers to have a stronger voice in how their homes and services are managed. The NCG brings together ReSI Homes Customers from across the country to discuss key topics, share experiences, and work alongside us to improve the services you receive.

The NCG meets regularly to look at what's working well, where improvements can be made, and to help shape our priorities as your landlord. The aim is simple: to make sure Customer Insight sits at the heart of every decision we take.

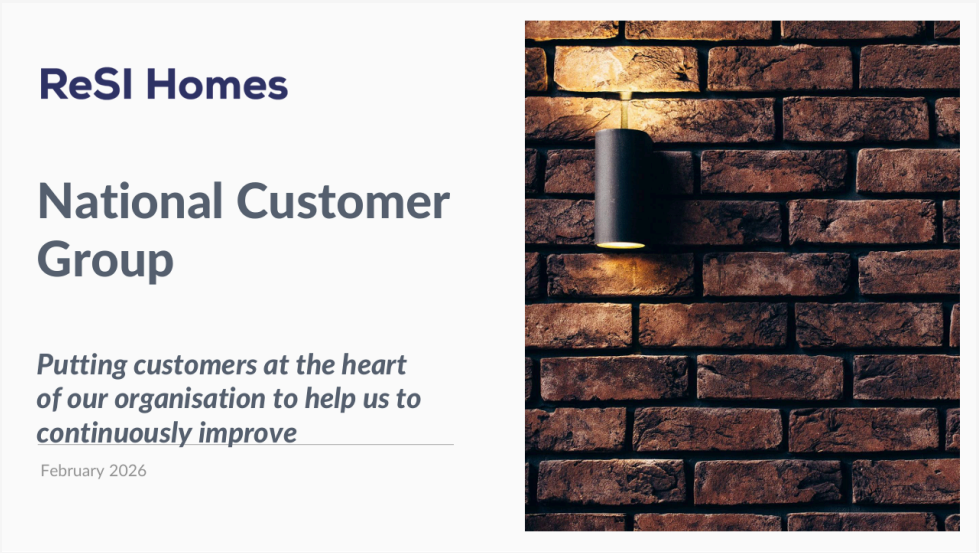
This is an important step in strengthening our relationship with Customers and ensuring that your views directly influence how we manage and develop our services. We'll keep you updated on the NCG's work, what they're focusing on, and the changes being made as a result of their feedback.

Why we've launched the NCG

The National Customer Group has been created to give Customers a more influential and transparent role in how ReSI Homes is run. It strengthens Customer voice, provides a clear route to challenge decisions, and ensures senior leaders are directly accountable for the services we provide.

Through the NCG, Customers help shape service improvements, test new ideas, and highlight what matters most in everyday living. The group also plays a key scrutiny role: reviewing policies, holding leaders to account, and making sure that commitments set out in the Customer Charter are met. Ultimately, it ensures that lived experience drives better outcomes for all ReSI Homes Customers.

Key takeaways from the first NCG meeting – 24 February 2026



The National Customer Group met for the first time on 24 February 2026, marking an important milestone in strengthening Customer voice. Members and senior leaders met face-to-face to build understanding, share experiences, and begin shaping the NCG's priorities for the year ahead.

During the meeting, members heard more about ReSI Homes' purpose, how we are funded, and our commitment to delivering high-quality, energy-efficient homes. The group also explored its formal governance role of representing the wider Customer base, offering constructive challenge, and ensuring Customer voice is acted upon at every level.

Members discussed the key issues affecting their communities and agreed on the following priority areas for further scrutiny; repairs, defects, service charges and estate management.

The group also discussed how it will operate going forward, including regular meetings, scrutiny training, improved Customer materials, and future digital improvements such as clearer guidance on the ReSI Homes website. The meeting set a strong foundation for collaborative working and meaningful Customer-led change.

Meet your NCG Chair - Deneal Francis



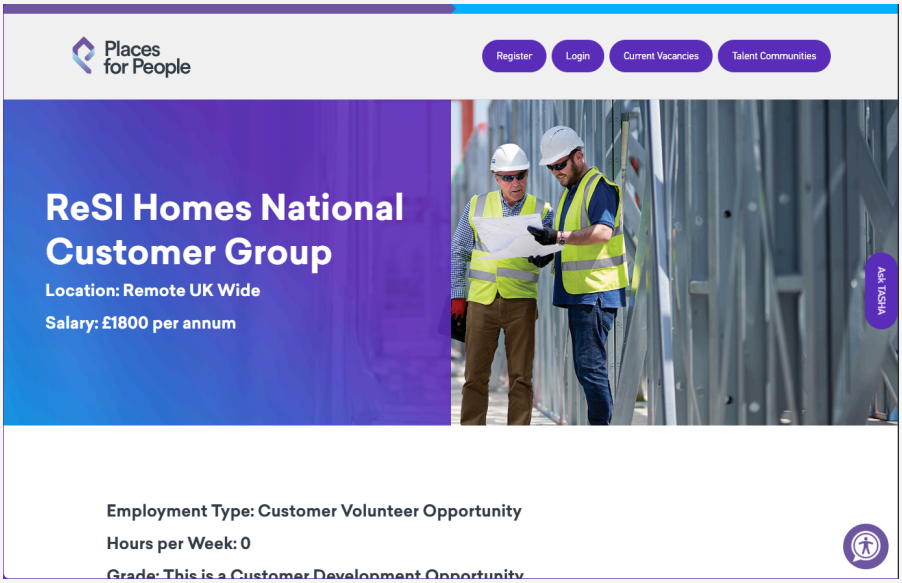
We're delighted to introduce **Deneal Francis**, Chair of the National Customer Group.

Deneal is a mother of three, originally from North London and now living in Essex. She brings more than 20 years of experience in the banking sector. In recent years, her work within corporate onboarding and financial-crime remediation has strengthened her skills in governance, stakeholder engagement, and constructive challenge.

She became a ReSI Homes shared ownership Customer in August 2024. Prior to that, she lived in a housing association property and served on her local neighbourhood committee, where she supported her Community by raising repairs, reporting service issues, tackling anti-social behaviour, and helping those with language barriers to have their voices heard.

Deneal brings this same commitment and passion into her role as NCG Chair. She is focused on strengthening Customer engagement, improving transparency, and ensuring that the lived experiences of Customers directly shape how ReSI Homes continues to improve its services.

We're looking for new NCG members – join us!



The National Customer Group is growing, and we're looking for more Customers to join us.

If you want to help shape services, provide insight based on lived experience, and play a key role in improving outcomes for Customers across ReSI Homes, we'd love to hear from you.

Apply to join the National Customer Group here:
https://careers.placesforpeople.co.uk/jobs/vacancy/resi-homes-national-customer-group--remote-uk-wide/27463/description/

You don't need prior committee experience, just a willingness to share your perspective and work collaboratively with others.

Have your say!

Your feedback helps shape what the NCG focuses on next.

If you have thoughts about ReSI Homes services, issues you'd like the NCG to look into, or ideas for how we can improve communication and support, we want to hear from you.

Please share any suggestions you may have to our dedicated inbox at info@resi-homes.com with the subject "NCG Feedback".

ReSI Homes

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