ReSI Homes



Welcome To Your ReSI Homes Update

A focus on feedback

Summer 2026

Keeping you informed about the things that matter most to you about your home and our service is important to us - in this edition, we're sharing updates on how your feedback is informing what we do, including our first Annual Customer Report, the latest customer satisfaction scores and how we are using your insights and feedback to improve services.

Introducing Our First Annual Customer Report



This easy read document tells you everything you need to know about how our services are performing, where we are focusing our efforts and how we are working to give you value for money. It's important to us to be honest and transparent about how we are performing so if you want to comment or ask questions about anything at all in this report you can call us on 020 7843 3980 or email us here.

Click this link to see the Annual Customer Report, which is also available on our website.

Highlights include:

- Customers shaping future services
- Improvements to defects management
- Strong performance on safety
- Investment in better customer services

Customer survey results - Tenant Satisfaction Measures (TSMs)



Thank you to everyone who shared their feedback in our customer survey: it plays an important role in helping us shape our services.

The results give us a useful overview of your experiences of us and the services we provide, either directly or through our Property Manager partners.

- Two in five customers told us they are satisfied with the overall service we provide
- Many customers feel their homes are safe and that they are treated fairly and with respect
- Feedback is more varied in areas such as communication, service understanding, and how issues are resolved.

The results highlight opportunities to improve our services and as a result, this year we will be focusing on:

- Strengthening how we communicate and keep customers informed
- Providing clearer information about roles and responsibilities
- Enhancing how we respond to and resolve issues
- Working with our National Customer Group to help shape and prioritise improvements.

You can view our full Tenant Satisfaction Measures results here on our website. We will keep you updated on the changes we're making and the progress we're seeing.

You Said, We Did – Improving home buying information



Our feedback and complaints have shown how important it is to have clear and consistent information when going through the home buying journey.

One of the things customers told us is that unclear or inconsistent information early on can make the process more stressful and harder to navigate. We've used this feedback to review how information is shared during sales and handover.

As a result, we have taken steps to strengthen our approach:

- Sales partners now receive clearer guidance and oversight to ensure accurate and consistent information
- Information across our website and sales materials has been aligned and checked before each new development launches
- A new handover tracker has been introduced, giving sales teams access to key information on warranties and defect periods
- A new aftercare service has been put in place to improve how defects are managed and communicated
- Ongoing work to strengthen defect management arrangements in future developments.

These changes are designed to improve clarity, build trust, and ensure customers receive the right information from the very beginning of their journey. If you have ideas for how we can improve the home buying or aftercare experience based on your own experience, we'd really like to hear from you – all feedback helps shape the changes we make.

Making a Complaint – We're Here to Listen



We want to make it as easy as possible for you to raise a concern or make a complaint.

A complaint is any time you are unhappy with a service you have received or how something has been handled. Hearing from you helps us understand what's important and where we can improve.

You don't have to call it a formal complaint, or put it in writing, you just need to tell us what you are unhappy with, and what you'd like us to do about it. We will always get in touch with you to confirm we have received your complaint and give you clear information on the process and what you can expect. You can read more about our complaint policy here and you can contact us here if you would like to make a complaint.

- Learn how to make a complaint
- View our Complaints Policy
- Read our Complaints Guide

Your feedback through the survey and complaints tells us we need to improve how we handle concerns and resolve issues.

We recognise that there is more to do to make sure complaints are handled clearly, fairly and consistently, and that you feel confident in the process.

As a result, we are reviewing how complaints are managed across ReSI Homes. This includes:

- Improving how we communicate throughout the complaints process
- Strengthening consistency in how complaints are handled
- Making sure we learn from complaints and use this to improve services

This work is already underway, and improving how we handle complaints is a key priority for us. We will share more detail on the changes we are making in our Autumn Newsletter.

Working with Customers – National Customer Group (NCG)



The National Customer Group (NCG) acts as our critical friend, scrutinising our business and challenging how we provide services to you. Made up of customers across the country the group works alongside our management team to challenge performance, test our approach, and ensure that the voice of our customers is at the heart of what we do.

Following the recent survey results, the NCG has helped identify key areas for focus, including communication, repairs, service charges and estate management. These areas will form part of its ongoing scrutiny programme.

The NCG also reviews our performance information, including the Tenant Satisfaction Measures, to provide independent customer insight and recommendations, ensuring our improvement plans are focused on what matters most to customers.

Importantly, customer insight from the NCG has directly informed recent policy development. Following consultation with the group, we have recently updated our Neighbourhood Management Policy and Complaints Policy, ensuring that customer feedback and recommendations are reflected in how these services are delivered in practice. All our policies are on our website so if you want to understand the how and why of our service you can find out here.

The NCG meets with our Leadership Team regularly throughout the year, and we are always looking for customers who want to get involved in shaping our services. If you are interested in joining or finding out more, you can do so here: National Customer Group Recruitment

Share Your Feedback

We want to continue hearing from you. Your feedback helps shape how we improve our services and where we focus our efforts.

If you have any feedback on the issues raised in this newsletter, or would like to discuss your experience, please get in touch:

- Call us on 020 7843 3980
- Email us at info@resi-homes.com

We welcome your views and encourage you to stay involved in shaping the services you receive.

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