ReSI Homes



Welcome To Your ReSI Homes Customer and Service Update

Autumn 2026

Welcome from our new Managing Director, Annemarie Roberts



I am delighted to introduce myself as the new Managing Director of ReSI Homes.

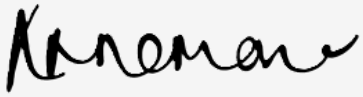
Having recently joined the organisation, I have spent my first few weeks listening, learning and understanding the experiences of our customers, colleagues and partners. One thing has become very clear: our customers care deeply about their homes and rightly expect a service that is responsive, transparent and focused on delivering positive outcomes.

My priority is to ensure that ReSI Homes provides a customer experience that matches those expectations. We know there are areas where we need to improve, and we are committed to making those improvements. Throughout this newsletter, you'll read about some of the changes already underway, including enhancements to our complaints process, improvements to the information customers receive when buying a home and the important work being led by our National Customer Group.

I believe that listening to customers and acting on feedback is essential to delivering better services. We will continue to be open about our performance, celebrate where we are doing well and be honest about the areas where we need to do more.

I am excited about the future of ReSI Homes and look forward to working with customers, colleagues and partners to build a service that we can all be proud of.

Thank you for your continued engagement and support.



Listening to You: Improving Complaint Handling



Feedback from customers has told us that we need to improve how we handle concerns and complaints, including how we communicate with you and how clearly responsibilities are explained. This was also highlighted in our customer survey results earlier this year.

From 6 November 2026, ReSI Homes is changing the way complaints are managed.

If something goes wrong, we want it to be clear who will take responsibility for putting it right.

You can raise your complaint directly with us and ReSI Homes will manage it from start to finish. Where your complaint involves a Property Manager, contractor or another partner, we'll work with them to gather the information we need, but ReSI Homes will remain responsible for managing your complaint, providing your response and keeping you updated.

What you can expect

- A named complaint owner
- Clear communication and updates
- Acknowledgement of your complaint within 5 working days
- A Stage 1 response within 10 working days of acknowledgement
- If you're unhappy with the outcome and ask us to review it, a Stage 2 response within 20 working days
- Clear information about the outcome and what happens next

If you remain unhappy after completing our complaints process, you can take your complaint to the Housing Ombudsman, which provides an independent, free and impartial service.

Find out more about our complaints process, or scan the QR code below for more information:

We'll keep listening and improving

Once the new complaints process has had time to become established, we'll invite customers to take part in a Thematic Insight Group on Complaints from January 2027. This will give customers the opportunity to share their experiences of the new process, tell us what's working well and help us understand where we can make further improvements.

An Update On Our Regulatory Inspection



The Regulator of Social Housing has published the results of its recent inspection of ReSI Homes. We received a C2 grade for consumer standards, G2 for governance and V1 for financial viability.

These are compliant gradings, but the inspection also highlighted areas where we can do better, particularly in some of the services and outcomes our customers experience. The regulator also recognised improvements already underway, including changes to complaints and defects, and the role of our National Customer Group in giving customers a greater voice.

What does this mean for you?

We'll continue working on the areas highlighted by the regulator and using your feedback to help us understand whether the changes we make are making a difference. Our aim is to build on the progress already made and work towards the highest regulatory gradings in the future.

You can read the full regulatory judgement on *gov.uk* here.

Working Together On What Matters To You



An update from Deneal Francis, Chair of the ReSI Homes National Customer Group

The National Customer Group (NCG) is made up of fellow ReSI Homes residents. Our role is to make sure your experiences help shape the services we all receive, bring together the issues that matter to customers and constructively challenge ReSI Homes to help improve services.

We've been meeting with and raising issues with ReSI Homes around service charges, estate maintenance and the customer journey, and these will continue to be important areas for us.

Service charges
We are looking at how service charge information can be made clearer, including what you're paying for, how value for money is assessed and how the quality of services is monitored.

Estate maintenance
We are working on clearer expectations for cleaning, grounds maintenance and communal areas, including what happens when services fall short.

Your customer journey
We are focusing on how to communication can be improved from the point you buy your home through to aftercare, including customers' experiences of repairs and complaints.

Just as importantly, we want you to be able to see what happens after customers raise an issue. As our work continues, we'll share more about the responses we receive from ReSI Homes, the commitments that are made and how we follow these up.

You do not need to join the NCG to have your voice heard. If something is working well, causing concern or could be improved, we want to hear about it. You can contact ReSI Homes and ask for your feedback or suggested scrutiny topic to be passed to the NCG. Your experiences can help us identify recurring issues and decide where to focus our attention.

Deneal Francis

Express your interest in joining the National Customer Group

Share your feedback with the NCG

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.

We also want to make it easier for you to give us feedback when you use our services. We'll soon be introducing shorter surveys at different stages of your journey with ReSI Homes, from applying for your home through to resale and other points in between. This will help us understand your experience at the time and use your feedback to see what's working well and where we can make improvements.

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.

Our First Annual Customer Report



We've published our first Annual Customer Report, giving you an overview of our performance, where we're focusing our efforts and how we're working to provide value for money.

The report includes information about:

- How customers are helping to shape our services
- Improvements to how defects are managed
- Our performance on safety
- Investment in improving customer services

Being open about our performance is important to us. That includes sharing where we're doing well as well as the areas where we know there's more to do.

Read our Annual Customer Report

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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info@resi-homes.com

020 7843 3980

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