

ReSI Housing

Annual Complaints Performance and Service Improvement Report

Report to 30 September 2025



Introduction

ReSI Housing adheres to the Housing Ombudsman Complaint Handling Code, Ensuring compliance with their complaints handling requirements.

This includes adhering to specified timescales for responses and implementing a two-stage process.

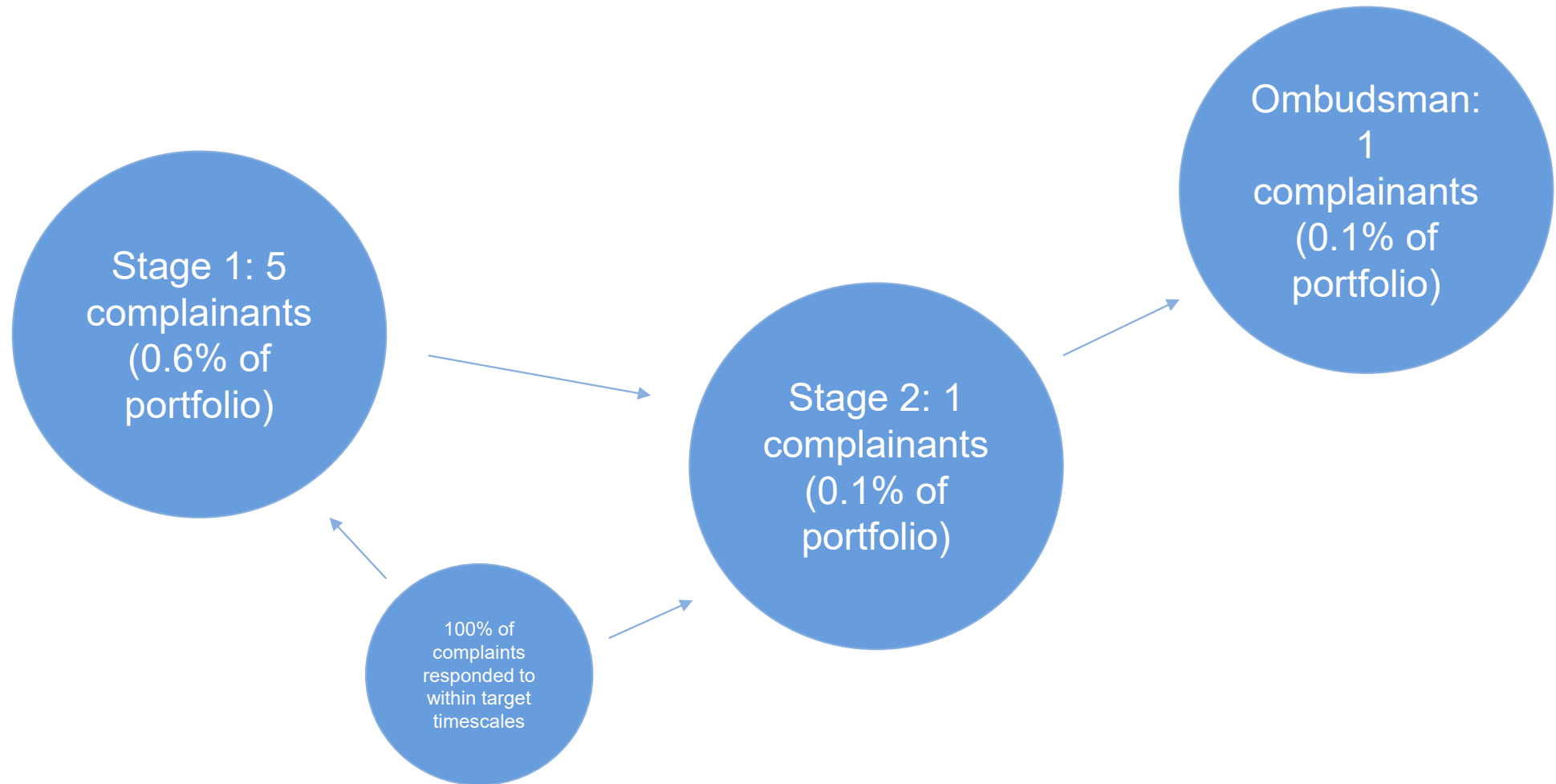
In 2025, work has been undertaken to report more accurately on complaints to inform improvement plans with the customers voice at the centre of how service can be improved.

Throughout the year, 5 complaints have been received.

In accordance with the new Housing Ombudsman Code, we are sharing our complaint performance metrics and the insights we have gained from these complaints



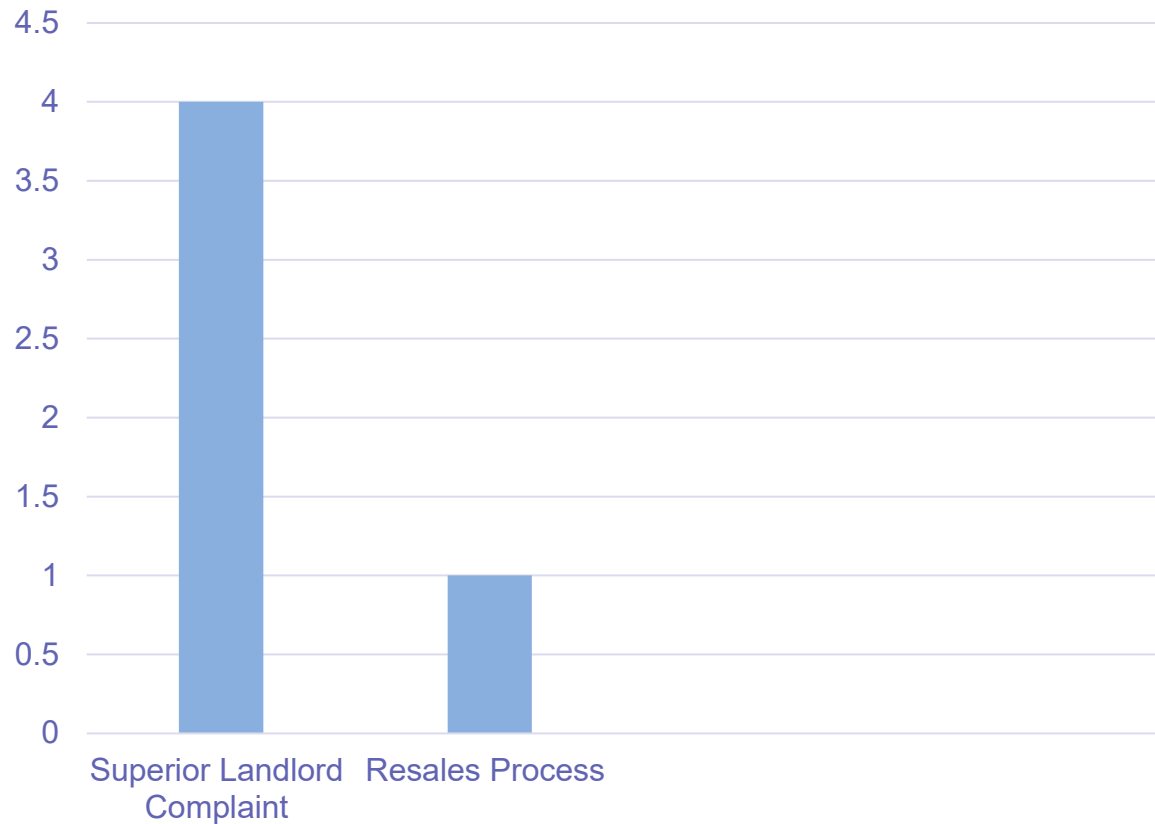
Complaints received



Complaints by type

Key Highlights

- Out of 5 stage 1 complaints, 3 were partially upheld and 2 were not upheld
- The one complaint escalated to stage 2 was partially upheld
- The complaints were in relation to issues with block management by a superior landlord and an issue with resales process.



Learning from complaints

This year's complaints analysis has highlighted several important areas of learning for ReSI Housing.

A key theme is the need to strengthen oversight and management of third-party managing agents and contractors. Where services are delivered on our behalf or by a superior landlord, customers rightly hold ReSI accountable for the quality and timeliness of those services. We have identified that more robust performance management, clearer service standards, and stricter adherence to contractual agreements are required to ensure obligations are consistently met. Improved monitoring, defined escalation routes, and regular review of agent performance will help ensure that services are delivered effectively and in line with customer expectations.

Communication has also been a significant learning point. A number of complaints stemmed not only from service delays or issues, but from customers feeling that they were not kept informed, not listened to, or not provided with clear explanations. We recognise that effective communication is central to building trust. This includes providing timely updates, setting realistic expectations, responding promptly to enquiries, and clearly explaining decisions and next steps.

Finally, we acknowledge the importance of listening more proactively to our customers. Complaints provide valuable insight into customer experience and highlight areas where processes may not be working as intended. By strengthening feedback mechanisms, analysing recurring themes, and embedding learning into operational practice, we aim to ensure that customer voices directly inform service improvement.

These lessons reinforce our commitment to accountability, transparency, and continuous improvement, ensuring we deliver a service that meets both our contractual responsibilities and the expectations of our customers.

