

FAQ: Changes to Shared Ownership Customer and Environmental Charters

1. Why were changes made to the Shared Ownership documents?

The updates were made to ensure the documents comply with existing lease obligations and reflect recent changes in legislation and regulation. These revisions also address previous inconsistencies, improve clarity, and ensure the documents remain accurate and legally robust.

2. Why were residents not consulted on these changes?

Consultation was not required because the changes were technical, regulatory, and legally mandated. As a result, residents would not have been able to influence the content, since the updates were necessary to ensure compliance with lease obligations and current legislation. For transparency, the focus was on implementing the required updates accurately and consistently.

3. How do these changes benefit shared owners?

The revised documents provide clearer and more consistent information about shared owners' rights and responsibilities. The updates also enhance transparency in key areas such as service charges, energy efficiency, lease extensions and other obligations, ensuring residents have reliable and up-to-date guidance.

4. Will there be future opportunities for residents to provide feedback?

Yes. Although consultation was not applicable for these specific regulatory updates, ReSI Housing values resident input and gathers feedback through annual satisfaction surveys and other engagement channels. Residents are encouraged to participate and share their views on services and wider policies.

5. Where can I find the updated documents?

All updated documents will be available on the ReSI Housing website so residents can easily review the changes and understand how they align with current lease obligations and regulations.

6. Who can I contact if I have questions about the changes?

If you have questions or concerns, please contact the ReSI Housing customer service team, who will be happy to support you info@resi-housing.com.