

RSG Review - Becoming an Abri Resident Methodology Review

November 2025

Abri Resident Scrutiny Group [RSG]

Introduction

As part of the RSGs review plan for this year the group were due to undertake a review of the voids process, however there was another internal review being undertaken that included this process as part of it. The RSG agreed that it was beneficial to postpone this review until after implementation of the Service Improvement review recommendations. The becoming an Abri Customer review was the first of its kind being carried out by the Service Improvement Team therefore as part of this the RSG have reviewed the methodology and statement of works for the project. The summary and findings are included in this report.

Purpose

The purpose of this review was to review the service improvement team's methodology documentation for the 'Becoming an Abri Customer review'. The group focused on the robustness, transparency, and appropriateness of the approach for this project.

Discussions and Findings

The documents that were reviewed included the statement of works, customer journey mapping, and root cause analysis journey stages.

Accessibility: The RSG reviewed and noted that the documents were very comprehensive but in parts lengthy and could benefit from a key point summary. For those that needed a brief overview of the project, for example key stakeholders or the executive sponsor. The detail in the documents included many abbreviations which to some colleagues may not be clear to understand, having a key / glossary for these would help with technical understanding.

Terminology: The group discussed the use of the term 'customer' instead of 'resident' or 'tenant', there is understanding that on occasions these terms are interchangeable, however the recommendation was to use the term resident more appropriately within their report emphasising the importance of accurate terminology to reflect the lived experience of those involved.

Resident Journey Mapping and Resident Voice: The group examined the resident journey mapping process; the group were keen to see how this would look and would hope that this is a visual diagram that include key points highlighting what any gaps

in the process using Abri’s understanding and lived experience from residents. Resident voice would be key for this review the RSG wanted to reiterate the importance of resident feedback, with efforts made to ensure recent and relevant experiences are prioritised and committed to including this in the review.

Resident-Friendly Outputs: The group highlighted the benefit of this review both internally for Abri & improving the service but for residents too. Becoming an Abri resident for some, can be a very overwhelming experience having information available that shows the journey to becoming an Abri resident and the process could help ease this transition and support the prospective resident in understanding the process. Producing a resident-friendly version of the journey map to help set expectations and improve transparency, something that Abri is always striving to achieve.

Scope limitations and exclusions: The group discussed why scenarios such as mutual exchanges, decants, and large-scale voluntary transfers are excluded, understanding that these processes differ significantly from the standard resident journey and may require separate reviews. Although there are some limitations within the scope of this review it was noted that the start of the resident journey is the bidding process and the listings that Abri has. The importance of presenting property listings in a way that sets positive expectations for prospective residents, considering the impact of first impressions, the group acknowledged this may not be part of this review, however sharing the importance of first impressions should be noted for the SI review.

Recommendations

Ref	Recommendation	Rationale
ARMR.01	To create a one-page summary document to provide a quick overview for stakeholders & colleagues	To make the material more accessible for those who need a summary
ARMR.02	To include a key/glossary for abbreviations	To make the material more accessible
ARMR.03	To reflect and use the most appropriate terminology when report writing and addressing Abri Residents / Customers	Referring to Abri residents in the most appropriate manner
ARMR.04	Consider sharing drafts of the journey map and ensuring that the visuals are understandable to residents	Easy to understand journey maps will help residents during the process of becoming an Abri resident.
ARMR.05	To ensure that internal ‘missed moments’ are also highlighted and included in the report	Internal communications between teams are crucial at Abri not just for the resident experience but also to colleagues.