

Update:	26th September 2024
Report title:	Zen Board Response to Review of Complaints & Self-Assessment of Compliance with the Housing Ombudsman’s Complaint Handling Code
Prepared by:	Zen Housing Management
Purpose of Paper	For information

1. Introduction

- 1.1. The board of Zen Housing Limited (“Zen”) has received the annual complaint performance and service improvement report and carefully considered the findings.
- 1.2. The board welcomes the new Complaint Handling Code (“CHC”) published by the Housing Ombudsman Service (“HOS”) and the clarification and guidance it gives landlords to enable them to deliver excellent complaints handling for the benefit of their residents.

2. Findings

- 2.1. Zen has thoroughly reviewed its complaints policy and processes to align with the new CHC guidelines. The company is satisfied with the enhancements made to ensure compliance with the code and to improve the complaints handling service.
- 2.2. Since Zen relies on the property management services of Pinnacle Group, a review of Pinnacle's processes has also been conducted to ensure they align with Zen and CHC standards.
- 2.3. Zen is pleased with the customer service provided by Pinnacle and values their assistance in addressing the concerns and queries of our residents. Thanks to Pinnacle's rapid response times, experienced and well-trained property managers, and communication systems tailored to meet people's needs, no formal complaints have been recorded from April 2023 to March 2024.
- 2.4. Zen values all resident feedback and is committed to enhancing our services. Management is continually seeking new and innovative ways to capture the voices of our residents. We recognise the importance of complaints and view them as opportunities for continuous service improvement.

3. Conclusion

- 3.1. The findings of the annual review and the self-assessment against the CHC are accepted by the board.
- 3.2. Owen Ingram has been appointed as the Board Member responsible for overseeing complaint handling as per the Complaints Handling Code
- 3.3. The Board look forward to the implementation of the proposed improvements and will monitor this proactively through regular complaint reports submitted by management.