



31<sup>st</sup> January 2024

### **Landlords Governing Body Response to Complaints Self Assessment January 2023**

The Executive of Parasol Homes Limited presented the annual self assessment to the Board of Directors in January 2024.

The Board were pleased to confirm that there were no actions identified or to remedy, however continued to ensure that the Executive and operations within Parasol Homes remained robust and compliant with the Housing Ombudsman Complaint Handling Code.

The Board acknowledged Parasol Homes are a small provider and naturally receive low numbers of complaints and all tenant related matters should be reported via with the strategic Board Assurance Report.

All tenant matters, including tenant related policy & procedures and complaints are to be overseen by a new Tenant Committee for more in-depth scrutiny and oversight. The Tenant Committee will be dedicated to continuous operational improvement and learning from previous experiences and situations.

Anthony Jenkins

**Managing Director**