

LYNSTED HOUSING COOPERATIVE

RESPONSE OF THE COMMITTEE TO THE HOS CODE SELF-ASSESSMENT

Financial Year Ending March 31st 2025

The Committee has reviewed the self-assessment against Housing Ombudsman's Complaint Handling Code and responded as follows:

"We are pleased that the self-assessment confirms that the coop is fully compliant with the requirements in the Housing Ombudsman's Complaint Handling Code"

The Co-operative has also appointed the Co-operative's Secretary as the designated Complaints Officer and a section with a heading on complaints has been included in the Co-operative's management report to be discussed at every meeting.