

**Introduction from our Managing Director –  
Daryl Quarry**



As the Managing Director of Qualitas Housing, I am pleased to share our insights and reflections on the Housing Ombudsman self-assessment process. This initiative represents a crucial component in our ongoing commitment to providing exemplary housing services and ensuring transparency and accountability within our operations. The self-assessment process has been invaluable in several key areas across the business. The structured approach required by the Housing Ombudsman has reinforced our commitment to clear and transparent practices. By systematically reviewing our procedures and performance, we have identified areas for improvement and implemented changes that benefit our tenants and stakeholders.



The self-assessment framework encourages a culture of continuous improvement. It has prompted us to critically evaluate our practices against established standards and benchmarks. This reflective process ensures that we not only meet but strive to exceed the expectations set forth by the Housing Ombudsman. One of the most significant benefits of the self-assessment is its emphasis on tenant's experience and satisfaction. By involving residents in feedback and making their needs central to our assessment, we can gain deeper insights into their concerns and preferences, allowing us to tailor our services more effectively. The comprehensive review involved in the self-assessment process engaged all departments and provided us with a robust foundation for strategic planning. It has highlighted key areas where policy enhancements are necessary and has guided the development of more effective and responsive housing policies. Adhering to the guidelines and standards set by the Housing Ombudsman ensures that we are compliant with regulatory requirements and industry best practices. This compliance not only mitigates risk but also fortifies the trust that our tenants place in us. The self-assessment process has also fostered greater collaboration within our team and with external partners. By sharing insights and best practices, we are collectively raising the standard of housing services across the sector.

In conclusion, the Housing Ombudsman self-assessment process is more than a regulatory requirement; it is a pivotal tool that drives excellence and accountability in housing management. At Qualitas Housing, we are committed to leveraging this process to continually enhance our service delivery and ensure that we provide safe, comfortable, and high-quality homes for all our tenants. We look forward to ongoing engagement with the Housing Ombudsman and to the continued evolution of our practices in alignment with their standards.

Daryl Quarry  
Managing Director

## Statement from our Board – Paul Bridge



Qualitas Housing's Board are responsible for reviewing complaints performance within Qualitas. I welcome the opportunity to review the Housing Ombudsman's complaints self-assessment submission and provide comment. I know it is a priority for colleagues across the business to ensure complaint process is straightforward. Colleagues are committed to making sure our tenants know how to raise complaints and have their voices heard. It is refreshing to see an organisation so committed to putting things right quickly if we don't get it right. The culture of learning from complaints to improve delivery of services is exemplary. Directors of the Qualitas Board regularly assess and review the handling of complaints, we ensure as a landlord we comply with all requirements as set out in the Housing Ombudsman Complaint Handling Code. We assess key performance indicators to monitor the performance and ensure our tenants are being put first, delivering the best possible outcomes for them.



The Board of Qualitas Housing is fully committed to the principles and practices outlined by the Housing Ombudsman. We view the self-assessment process as an ongoing journey rather than a one-time exercise. Moving forward, we will continue to leverage this process to uphold our commitment to excellence, accountability, and tenant satisfaction. In conclusion, the Housing Ombudsman self-assessment process has been a pivotal element in our pursuit of service excellence. It has reinforced our dedication to transparency and accountability, and it will continue to guide our efforts to provide high-quality, responsive housing services to our residents.

Paul Bridge  
Director