

## **Board response to the annual self-assessment**

The Customer Committee with delegated authority on behalf of the Board approved the annual self-assessment against the Housing Ombudsman's Complaint Handling Code and confirms that the newly merged organisation remains compliant with the Code's requirements. We are assured that robust and accessible complaint handling arrangements are in place, supported by clear governance oversight and a strong commitment to learning and continuous improvement. The Board recognises the importance of maintaining consistent standards across the merged entity and supports the ongoing work to embed unified procedures and strengthen our customer focused approach.

*This governing body response was reviewed by the Customer Committee with delegated authority on behalf of the Board and is applicable to:*

- *Bromford Flagship LiveWest Ltd*
- *Bromford Housing Association Ltd (operating as Bromford)*
- *Bromford Home Ownership Ltd (operating as Bromford)*
- *Merlin Housing Society Ltd (operating as Bromford)*
- *Flagship Housing Limited (operating as Flagship) and the following housing divisions: Samphire Homes, Victory Homes, Newtide Homes*
- *LiveWest Homes Ltd (operating as LiveWest)*

*Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.*