

25 June 2024



145 Stockwell Road
London SW9 9TN

Tel: 020 7091 1800

Email: info@ekaya.co.uk

Website: www.ekaya.co.uk

Dear Customers, Colleagues and Partners,

Ekaya's Member Responsible for Complaints (MRC)

The Housing Ombudsman's Complaint Handling Code became statutory on the 1 April 2024. The Code was brought in to empower residents who wish to make complaint and to provide best practice for complaint handling procedures. In compliance with landlord obligations, Ekaya Housing Association is proud to present our update in complaint handling.

Ekaya aims to provide a high quality of housing and support services primarily to black and ethnic minority women and their families and other groups with similar needs. Our core values comprise of Inclusiveness, Integrity and Commitment. With regards to **Inclusiveness**, we strive to hear the voice of all our residents through as many means of engagement as possible; complaints received is an important one of these.

We act with **Integrity** and have taken every effort to ensure that we respond effectively and efficiently to the complaints and demands of our residents. When we do so, we respond respectfully to their enquiries.

We believe that we can always do better. Our **Commitment** is to ensure that we put our residents first. We monitor their complaints, and we recognise that complaints provide a unique point of interaction with our customers that we seek to learn from. We regularly redraft and update our policies and procedures to embed learning and disseminate this throughout our staff and our contractors. With this knowledge we can continually improve our offering to our residents and deliver a service which our staff can be proud of, and our residents can be delighted with.

For the year 2023/2024, Ekaya is compliant on all complaints handled and as the Board member responsible for complaints, I am pleased to submit our annual update on behalf of the Board and Ekaya Housing Association in line with our statutory obligations.

Garfield Cameron

**Ekaya Housing Association
Board Member Responsible for Complaints**



Homes and Communities Agency Reg. No. LH3940
Registered societies under the Co-operative and Community
Benefit Societies Act 2014: 25683 R

INVESTORS IN PEOPLE®
We invest in people Gold