



Board / Senior Leadership Response

Second Chance Housing Limited is a small, community-based housing provider with a streamlined operational structure. Our leadership team consists of the Board, Managing Director, Operational Manager, Admin Team, Support Team, and Maintenance Team.

We confirm that the self-assessment has been reviewed and approved by the Board as part of our annual governance process. Due to our small size, all complaints and service feedback are discussed directly by the senior leadership team, ensuring swift learning and organisational responsiveness. Our Managing Director personally oversees complaint reviews and ensures that any learning is shared with the wider team during operational meetings.

We are committed to upholding the Housing Ombudsman's Complaint Handling Code and view this assessment as a key part of our quality assurance cycle. The low number of complaints received reflects both our personalised approach and the proactive relationships we maintain with tenants.

BOARD OF DIRECTORS

04 JUNE 2025