



Zebra Housing Association

Annual complaints performance and service improvement report

April 2025-March 2026

a. Annual self-assessment against this Code

Our annual self-assessment to ensure our complaint handling policy remains in line with its requirements has been carried out and is published on our website. We are fully compliant.

b. Qualitative and quantitative analysis of Zebra's complaint handling performance

We have received no formal complaints during the year.

c. Any findings of non-compliance with this Code by the Ombudsman;

There were no findings of non-compliance with this Code by the Ombudsman.

d. the service improvements made as a result of the learning from complaints;

We have received no formal complaints during the year.

e. any annual report about the landlord's performance from the Ombudsman;

We received no annual report about the landlord's performance from the Ombudsman.

f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

We received no other reports from the Ombudsman.