



## Quality And Management Policy – PP42

It is the policy of **Accommodation Yes Ltd** to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives, the purpose, and the context of the organisation.

**Accommodation Yes** is committed to delivering high quality accommodation to meet the unique needs of the people who access our service. We offer homes to people with autism, learning disabilities and mental health issues, with a growing demand, our aim is to ensure the best quality of accommodation and provision of high-quality dedicated staff and Managers.

It is the policy of **Accommodation Yes** to:

- strive to satisfy the requirements of all tenants, stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- reduce hazards, prevention of injury, ill health, and pollution.
- provide all the resources of equipment for trained and competent staff and any other requirements to enable objectives to be met.
- ensure that all employees are aware of their individual obligations in respect of this quality policy.
- maintain a management system that will the achieve these objectives and seek continual improvement in the effectiveness and performance of our management system.

This quality system provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes, and targets to deliver an accommodation service to meet the unique needs of the people who access our services.

Customer service and driving tenant satisfaction is an essential part of the quality system and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on the unique needs of the people who access our services.

To ensure the company maintains its awareness for continuous improvement, the quality system is reviewed annually by the Property Manager, ensuring the quality system remains compliant to all business needs and services Accommodation Yes delivers.

The Quality System is subject to both internal and external annual audits.

Signed: *Darren Zweck*

**Property Manager**  
**01/04/2025**