

What problems can the Housing Ombudsman help with?

- ✓ Antisocial behaviour, such as noisy neighbours or trespassing.
- ✓ Repairs not being carried out or being carried out poorly, such as mould or damp problems, faulty bathrooms, broken door locks or faulty smoke or carbon monoxide monitors.
- ✓ Changes not being made to your home to make it suitable for you if you are disabled.

They can also help if:

- ✓ You are unhappy with the service from your landlord when you complained.
- ✓ You have been treated disrespectfully or told that problems are caused by your lifestyle.
- ✓ Housing problems are causing health issues for you or a member of your family.



Reported a problem and it hasn't been fixed? Unacceptable.

We all deserve a home that is safe, secure and well maintained. Anything less is unacceptable.

If you live in social housing, you can sometimes have problems with your home. This could be repairs and maintenance, health and safety issues like mould, or anti social behaviour like noisy neighbours. But you don't have to put up with things. Changes have been made that means it is now easier to make things right.



Visit [gov.uk/social-housing-complaints](https://www.gov.uk/social-housing-complaints) to find out more



Make things right



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Make things right

These changes include:

- Landlords have committed to following new rules when their tenants complain.
- If you are not happy with how your landlord responds to your complaint, you can now go straight to the Housing Ombudsman. They are there to investigate and tell your landlord how to handle your complaint.

If you have a problem with your housing and are not happy with your landlord's response, even if you have complained in the past, now is the time to try again.

How to get your housing problem made right

If you live in social housing and you have a problem with your home, you should follow these steps.

1. Report the problem to your landlord. This is who you pay your rent to – it could be your local council, a housing association or a charity. Make sure you provide all the information they ask for – you can find examples of how to do this at [socialhousingcomplaints.gov.uk](https://www.socialhousingcomplaints.gov.uk)
2. If your landlord fails to put the problem right, make a complaint.
3. Not happy with their response? No need to wait, take your complaint straight to the Housing Ombudsman.

What to expect when you complain to your landlord

When you make a complaint to your landlord about a problem that has not been fixed, the staff should:

- Explain the complaints process and how long it will take.
- Be polite and respectful to you.

They should not:

- Suggest that it is wrong to complain.
- Tell you that problems have been caused by your lifestyle or religion.

