



HM Government



Easy
Read

Social housing

How to complain if there is a problem



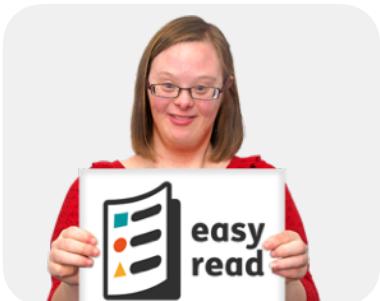
Make
things right



things right



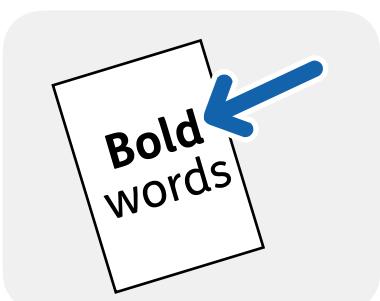
Easy Read



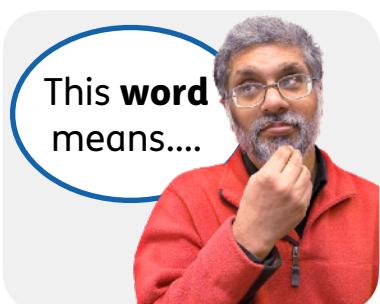
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

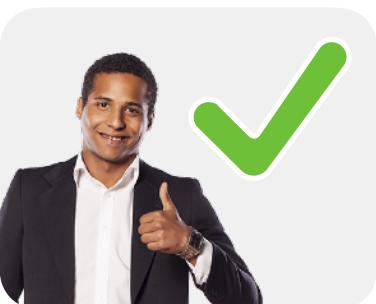
About this leaflet



The Government has written this leaflet to explain how to complain about **social housing** if there is a problem.



Social housing is where you rent your home from your local council, or an organisation called a housing association.



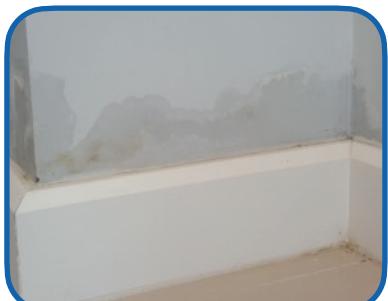
If you live in social housing and you have a problem with your home or your **landlord**, there are ways to make things right.



A **landlord** is the person or organisation that owns the home you live in. In social housing, this is normally a council or a housing association.

Problems you might have

Problems you have might include:



- **Damp or mould.**

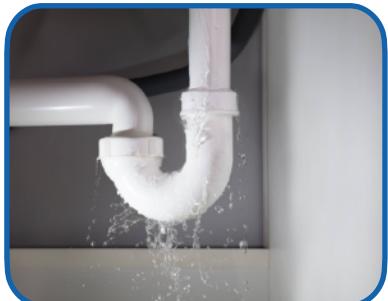
Damp is where parts of your house, like the walls, are always wet. Mould and damp can be very bad for your health.



Mould is something that grows in houses when they are damp. It can be black, green or white and can look fuzzy.



- **Broken locks.**



- **Leaking pipes.**



- **Bad behaviour, like noisy neighbours.**

3 steps to complain

If you need to complain, you should:



1. First, tell your landlord about the problem.

If they do not fix the problem, you can...



2. Complain to your landlord.

If you are still not happy with what your landlord says, you can...



3. Tell the **Housing Ombudsman**.

The **Housing Ombudsman** is a service that looks into complaints about social housing and landlords.

There is more information about this on the next page.

The Housing Ombudsman



The Housing Ombudsman is free to use.



They will look into your problem. They will be fair.



They can make your landlord fix the problem.



If the Housing Ombudsman tells the landlord they have made a mistake, the landlord must write a plan.



The plan must show how they will fix the problem within 6 to 8 weeks.

You can also get help from the Housing Ombudsman if you have complained to your landlord and your landlord has:



- Been rude.
- Told you that you cannot complain.



- Told you that the problems were caused by how you live or your religion.

Find out more



You can look at our website here:
gov.uk/social-housing

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