



HM Government

# Social housing issue?

## Know how to complain.

Everyone deserves a safe and secure home.  
**Know your rights.**

Visit [gov.uk/social-housing](https://www.gov.uk/social-housing)



# If you live in social housing and you have an issue with your home or your landlord, there are ways to make things right.

Examples of issues you could be having are:

- Mould or damp
- Broken locks
- Leaking pipes
- Anti-social behaviour like noisy neighbours

## Know the three-step process

1

**Report** it to your landlord.  
Then, if it's not fixed...

2

**Complain** to your landlord,  
**and** if you're not happy with the  
final response from your landlord...

3

**Escalate** - take it to the  
Housing Ombudsman.



Make  
things right

## Have your complaint heard

The Housing Ombudsman service is free to use. They will be fair when they investigate, and can order your landlord to take action.

## Escalate your issue to the Housing Ombudsman

If you've complained through your landlord's complaints process and you're not happy with their final response, you can take your complaint to the Housing Ombudsman.

If the Housing Ombudsman tells the landlord they've made a mistake, the landlord must show they have a plan to fix things within 6-8 weeks.

Last year, the Housing Ombudsman ordered landlords to pay over £1m to residents who complained.

## How can the Housing Ombudsman help?

**They help by making fair decisions on problems where tenants and landlords disagree. They do this for free and are always fair.**

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

- Been impolite or disrespectful.
- Suggested that it is wrong to complain.
- Told you that problems have been caused by your lifestyle or religion.

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**Make things right**