DOWN'S SYNDROME ASSOCIATION

Make things right

Social Housing

If you need to complain about the state of your house or flat

March 2025

Easy Read

Produced with support from Our Voice





This Easy Read document will help you know what you can do if you have problems in your home.

Please ask your parent/carer for help with this document if you need it.



Go here for more support
gov.uk/social-housing

These problems might include:



- mouldy walls





- broken equipment or furniture



- problems with people who live near you.

Or something else that is bothering you.

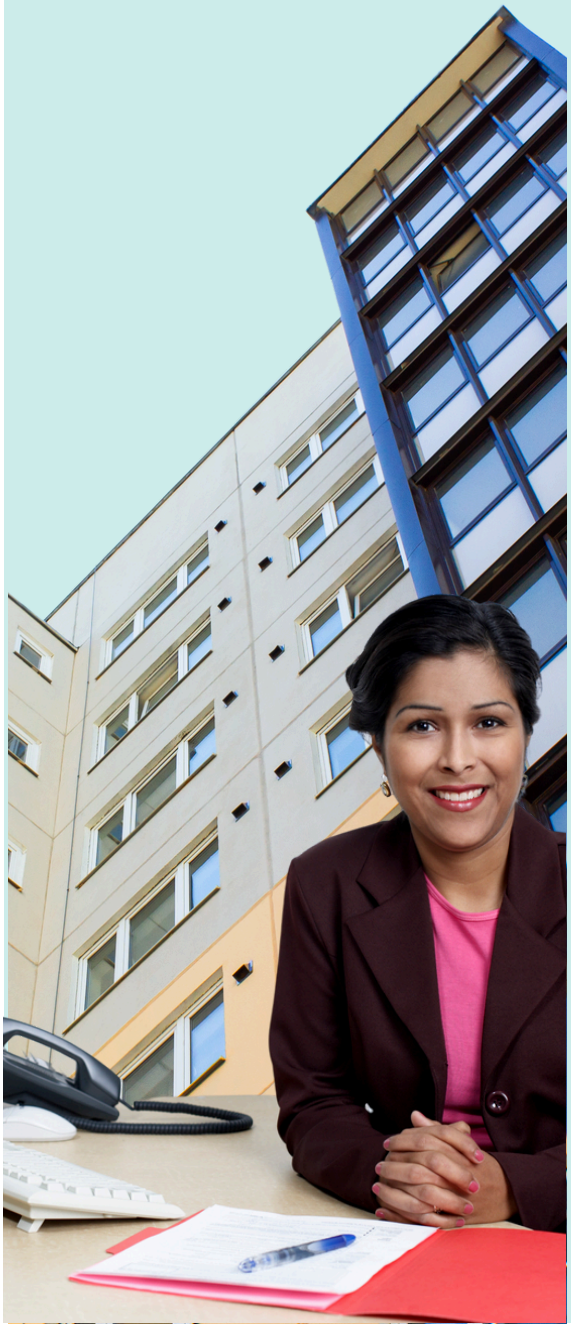
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gov.uk/social-housing

Definitions:



Social housing

Housing provided by a council or housing association.



Landlord

This is the person or organisation who owns the house or flat that you live in.

This is who you pay your rent to – it could be your local council or a housing association.

They must look after the property and make sure it is safe to live in.

Go here for more support

gov.uk/social-housing

Definitions:



Complain

to tell someone that you are not happy about a service or that you are having a problem that needs to be fixed.



Ombudsman

An ombudsman is a person who helps solve complaints.

They listen to people's problems and try to fix them fairly.

Go here for more support
gov.uk/social-housing



If you live in social housing, you can sometimes have problems in your home.

It is important to know how to put things right.

There are 3 steps to take.



Step 1

Tell your landlord about the problem you have with your house or flat.



It is a good idea to send photos and details about the problem.

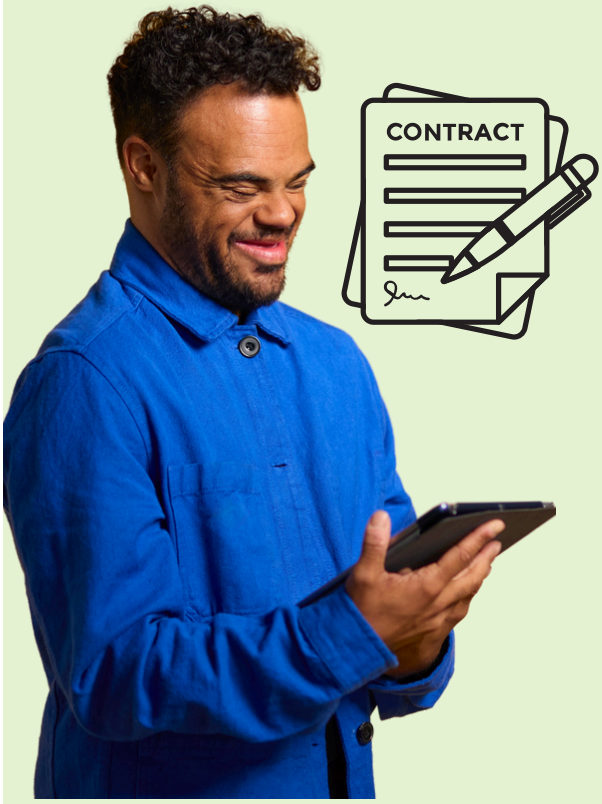
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You should tell the landlord what you want to happen. You might ask them to fix or replace something in the house.



If you live in council housing, contact the council.



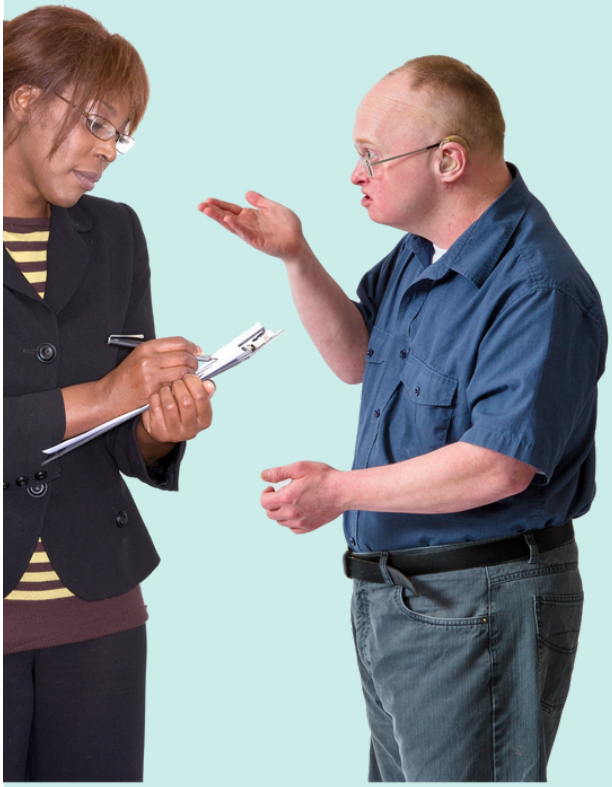
If you live in a housing association home, you can check your contract to see who to speak to.

Go here for more support
gov.uk/social-housing



Your landlord can be contacted by:

- **Website**
- **Email**
- **Telephone**



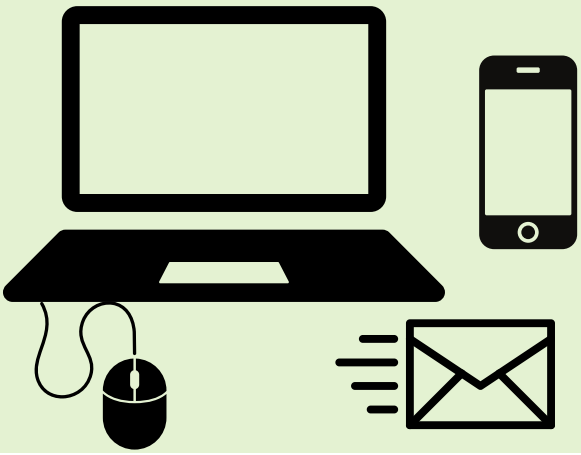
Step 2

Complain to your landlord.

If you told the landlord about the problem and they have not fixed it, you can complain.



Your landlord will explain how to complain on their website.



Your landlord can be contacted by:

- Website
- Email
- Telephone

There are two stages for complaining to a landlord.



Stage 1 complaint

You will tell the landlord about the problem.

This is called a Stage 1 complaint.



Go here for more support
gov.uk/social-housing



The landlord must reply to your Stage 1 complaint within 10 days.

2

Stage 2 complaint



If you are not happy with the reply from the landlord you can send a Stage 2 complaint to tell the landlord you are still not happy.



The landlord must send a final reply to your Stage 2 complaint within 20 days.

This might tell you how the landlord will fix the problem you are telling them about.





Landlords must take your complaint seriously and cannot punish you in any way for raising a problem or making a complaint.



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

- **Explain what will happen next and how long it will take.**



Go here for more support
gov.uk/social-housing



- Be polite and respectful to you



They should not:

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



Step 3

Tell the Housing Ombudsman.

If you are not happy with the way your landlord deals with your complaint you can tell the Housing Ombudsman.



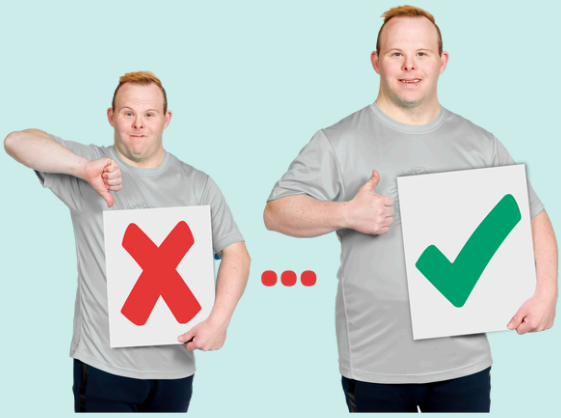
They are free to use and they will look into your problem for you.

They will be fair.

Go here for more support
gov.uk/social-housing

You can contact them here:
Email:
info@housing-ombudsman.org.uk

Telephone:
0300 111 3000





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

Go here for more support
gov.uk/social-housing

What to do in an emergency:



If the issue is dangerous you can contact your landlord's emergency phone number.



You can usually find this on your landlord's website.



Remember, follow the 3-step process and know your rights.

Go here for more support
gov.uk/social-housing

DOWN'S SYNDROME ASSOCIATION

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Find more information here

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