



Housing Annual Report

April 2024 to March 2025



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Welcome to the 2024-2025 Housing Annual Report



Dawn Dawson

**Strategic Director for
Housing and Community
Safety**

Welcome to our Annual Report for Social Housing for 2024-2025.

This has been a busy year across our housing services. The safety and wellbeing of our tenants and leaseholders remain our top priority. We continue to be committed to providing safe, good-quality homes and meeting our responsibilities under the Consumer Standards.

Over the past year, we have placed strong emphasis on health and safety of our tenants. This includes inspections for reports of damp and mould and other emergency hazards alongside building safety, fire safety, and wider health and safety compliance, in line with national requirements. This includes ensuring up-to-date Fire Risk Assessments across our blocks, progressing remedial works, and strengthening our approach to electrical, water, and asbestos safety. We have also continued our full stock condition surveys to better understand the condition of our homes.

Listening to residents is essential. Feedback gathered through the Tenant Satisfaction Measures has informed this report and will shape service improvements as we move further into 2025 and onwards to 2026. Over the coming year, we will create more opportunities for residents to get involved and help shape our services. This year we launched our Involved Tenants recruitment campaign called "Your Home, Your Voice" and recruitment for this is still open via our website.

We remain committed to providing safe and decent homes, maintaining properties to a good standard, tackling anti-social behaviour, supporting residents with rent arrears, and improving how we respond to complaints. By putting residents at the heart of what we do, we look forward to continuing to improve our services together with our Involved Tenants being able to provide meaningful scrutiny of how we provide our service. We hope you find our Annual Report for 2024-2025 useful and informative. It provides an overview of our performance as your landlord and the services we delivered between 2024-2025.

Having Housing in my Portfolio is not only a great responsibility but also a massive honour because I know how important this issue is to everyone in our Borough.

We are committed to building more council homes and will continue with this pledge and are endeavouring to improve the homes we have to make them more energy efficient and more affordable to run.

I am extremely proud of the work carried out by the Housing & Community Safety teams during the past year and in this annual report you can read about what the team has been doing during 2024-2025, how we have spent your rent, and what our goals and aims are for 2025-2026.

It is a privilege to have been able to continue to build new properties in our Borough, I speak to tenants regularly and this is always mentioned as a priority.

We have continued to assess schemes which have been historically difficult to let and/or no longer meet decency standards and we will continue to look at new sites for redevelopment and will strive to build much needed council homes.

We are looking for people who live in council housing to help improve housing services with the Involved Tenants Group which helps the council understand what tenants need and want.

A significant step has been taken in addressing the issue of long-term empty properties across the Borough with the appointment of a dedicated Empty Property Officer, a new online reporting form and we are now offering expert help for those with unoccupied properties that meet class F Exemptions.

Our housing team will strive to get better and quicker at carrying out repairs to your home, while we continue to ensure they are in a decent and safe condition.

You can also read the results of our Tenants Satisfaction Survey, (TSMs) which we carry out annually. I think the results are pretty good, although there is always room for improvement.

I would also like to remind everyone that we have a complaints process, you can go to our website - www.nuneatonandbedworth.gov.uk/housing-complaints

Other ways to complain to us:

- **Email:** customer.services@nuneatonandbedworth.gov.uk
- **Phone:** 024 7637 6376
- **Typetalk:** 0800 515 152
- **Write:** Nuneaton and Bedworth Borough Council, Town Hall, Coton Road, Nuneaton, CV11 5AA
- **In person** at the Town Hall by pre-booking an appointment (the Town Hall is open from 10am until 2pm for pre-booked appointments only)
- Through your local councillor, solicitor, nominated friend, or relative

Our teams and myself are always on hand to listen to any suggestions you have to improve services, and we look forward to working with you in the coming years to achieve this.



**Councillor
Chris Watkins**

**Leader of the Council and
Portfolio Holder for
Housing**

Tenant Engagement

Tenant Voices Matter: Shaping Services Together

This year has marked a significant shift in how we engage with our tenants - placing their voices at the centre of everything we do.

Our **Involved Tenant Group** has been instrumental in driving meaningful change. Their insights, feedback, and ideas are actively shaping the services we deliver.

From co-designing new initiatives to reviewing policies and procedures, their contributions are helping us build a more responsive, inclusive, and tenant-led approach.

We're always looking for more tenants to join the conversation.

For more information visit

www.nuneatonandbedworth.gov.uk/get-involved
or scan the QR code below



Tenant Team Highlights 2024/25




Policy Co-Creation

Tenants played a key role in shaping policies to reflect real needs and priorities. Through collaborative review sessions, we co-created and updated:

-  **Tenant Engagement Strategy**
-  **Pet Policy**
-  **Garden Assistance Scheme**
-  **Tenant Alterations Policy**
-  **Void Property Management Policy**
-  **Compensation and Remedy Policy**
-  **Anti-social Behaviour Policy**

Neighbourhood Walkabouts




We carried out **14** walkabouts across our communities, identifying and reporting issues such as:

-  **Repairs**
-  **Grounds maintenance**
-  **Fly tipping**

These walkabouts have strengthened our presence in neighbourhoods and improved our responsiveness to local concerns.

Resident Meetings

We hosted a series of resident meetings, providing tenants with a platform to:

-  **Share feedback**
-  **Raise concerns**
-  **Contribute to service improvements**

Tenant Profiling

We began profiling tenants to better understand and support those with additional needs. This initiative helps us tailor services and work collaboratively to meet individual circumstances.



Community Events

We've hosted a wide range of community events across the Borough, including:

Kingswood Road

Community safety event with local police and our Communities Team

Fire Safety Awareness Session

In partnership with the Fire Service

Coronation Court

Resident engagement event

Lexington Court

Safety event with local police

Bailey Park

Community engagement

Pension Credit Sessions

Held at our Independent Living Complexes

Utility Support Week

Engagement events across multiple blocks

New Developments

(Including Wood Street, Byford Street, and Vale View)

Open day for new build homes and flats

Everard Court & Vernons Court

Resident engagement events

Major Works Engagement

Meetings with NBBC and contractors following major works to address tenant concerns

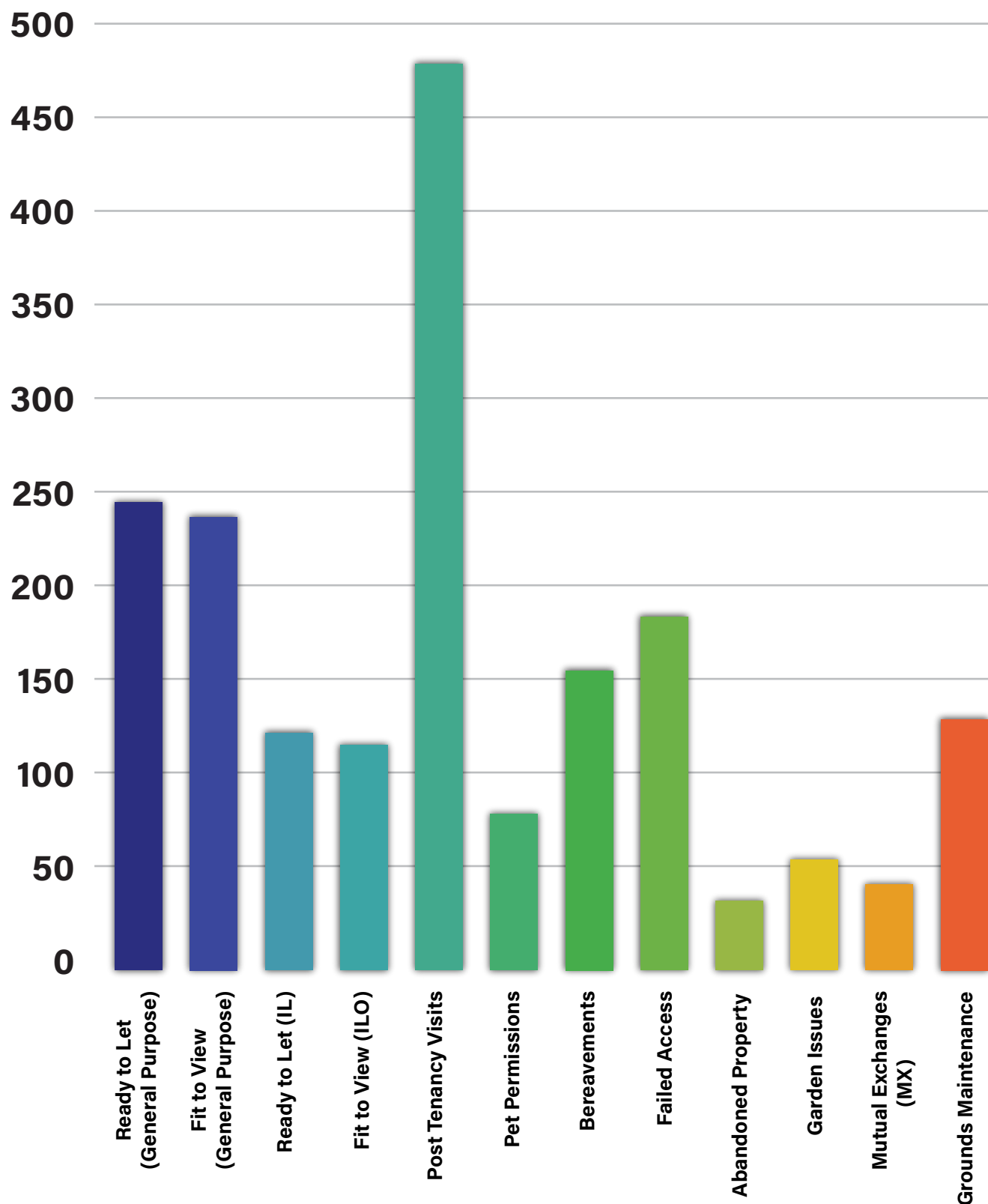


Tenancy Management

Below is a table of the most carried out services by the Tenancy Management Officers and Independent Living Officers*.

*where the figures can be split between the services, they have been. Tenancy Services Performance (Tenancy Management matters for ILU and GP)

Landlord Services Performance 2024-2025



Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSM) are a way to assess how well social housing landlord's in England are doing at providing good quality homes and services. This assessment involves asking you a set of questions that we must report on, and you can use these measures to understand how well we as your landlord are performing in key areas such as building safety, complaints handling and anti-social behaviour.

Here are our TSM results for 2024-2025:

	CODE	TENANT SATISFACTION MEASURE	% VERY & FAIRLY SATISFIED
Overall Satisfaction	TP01	Overall Satisfaction	77.6%
Keeping properties in good repair	TP02	Satisfaction with repairs	83.6%
	TP03	Satisfaction with the time taken to complete most recent repair	77.6%
	TP04	Satisfaction that the home is well maintained	77.4%
Maintaining building safety	TP05	Satisfaction that the home is safe	80%
Respectful & helpful engagement	TP06	Satisfaction that the landlord listens to tenants views and acts upon them	67.2%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	71%
	TP08	Agreement that the landlord treats tenants fairly and with respect	77.5%

Effective handling of complaints	TP09	Satisfaction with the landlords approach to handling complaints	46.1%
	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	70.02%
Responsible neighbourhood management	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	61.5%
	TP12	Satisfaction with the landlords approach to handling anti-social behaviour	58.5%



Housing Demand

Housing Demand as of 31 March 2025

Number of applicants on the waiting list, 31 March 2025:

Housing need by Priority Band 31/03/2025	Total by Band	1 Bed	2 Bed	3 Bed	4 Bed	5+ Bed
Band 1+	405	145	135	81	36	8
Band 1	529	215	156	105	42	11
Band 2	2893	1546	845	386	97	19
Band 3	406	216	104	68	17	1
Non Priority	7	3	2	1	1	0
Total Bed size	4240	2125	1242	641	193	39

Number of lettings completed by the Council and Registered Providers between 1 April 2024 and 31 March 2025:

Number of Lettings 2024/2025	NBBC	Registered Provider	Property size total
0 Bed	45	0	45
1 Bed	149	116	265
2 Bed	103	168	271
3 Bed	77	93	170
4 Bed	4	15	19
5 Bed+	1	0	1
Total bed size	379	392	771

The housing waiting list continues to grow with the lack of availability of affordable homes to rent.

The Borough must give priority to house those households with the highest housing need. To try to free up much needed family homes, the Council continues to give high priority to Council tenants who are looking to downsize from their large family home to a smaller home that meets their needs.

During the period May 2024 to April 2025 the Borough successfully supported **32** households to move to a smaller home.

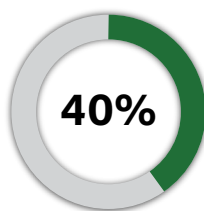
The Borough New Build - Local Lettings Plan

To ensure fair opportunity for all applicants on our waiting list to be able to bid for new build rented homes, the Council continue to have a New Build Local Lettings Plan.

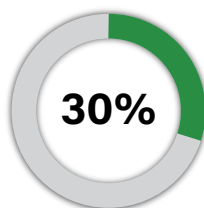
The plan, that has been in operation since 2019 confirms the process by which the Council's new build properties, and those of partner Registered Providers will be allocated.

Applicants will be able to use the Council's Choice Based Lettings system to register as normal and become LIVE applicants, banded according to their housing need in line with the current Allocations Policy.

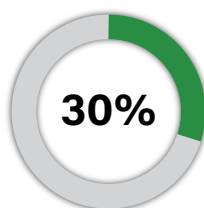
At the point of advert however, reference to this Local Letting Plan will come into play and a percentage of the properties advertised as follows:



Of units will be advertised for those applicants that are currently Council or Housing Association tenants needing to upsize, or downsize, according to their housing needs (Transferring tenants)



Of units will be advertised for those applicants registered in Band 1+



Of units will be advertised for those in Bands 1 to 3 (inclusive)



Anti-social Behaviour

Dealing with anti-social behaviour

We know that dealing with anti-social behaviour is important to you, we work to support all involved parties, taking the legal action required to minimise anti-social behaviour within our Borough.

Intervention Tools

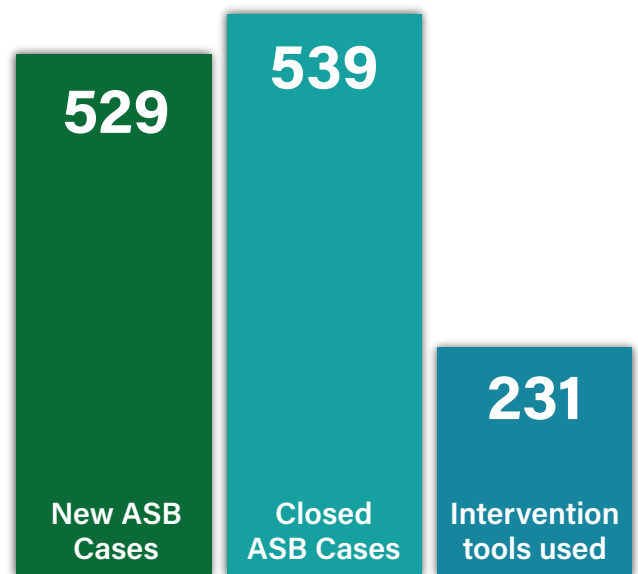
A total of **231** intervention tools & powers were executed in 2024-2025, this includes legal and early intervention tools.

The ASB Officers used **62** legal enforcement tools and **169** non-legal/early intervention tools. The breakdown is as follows:

Legal Intervention



Early Intervention



The Anti-social Behaviour (ASB) Team & Community Safety Team were awarded an accreditation by RESOLVE ASB in January 2025, for providing a high quality ASB service to residents.

RESOLVE ASB are a non-profit organisation that leads the way in all major relevant law and policy developments.

The organisation helps people involved in the ASB Housing sector to deal with ASB positively and empower communities.

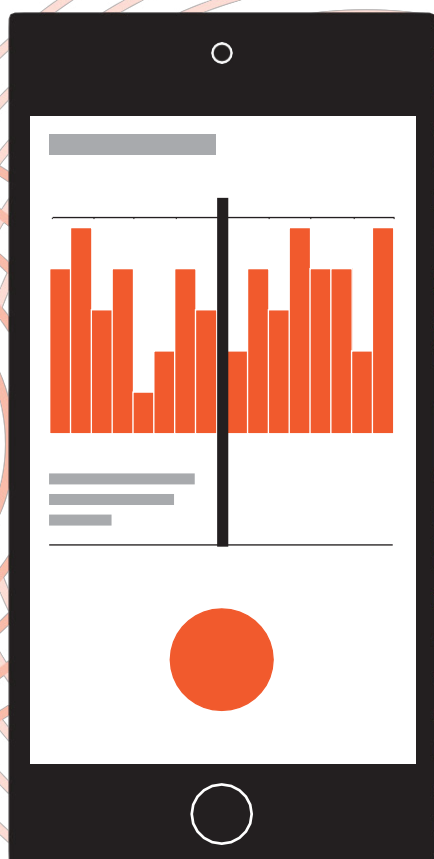
Both teams were also awarded the ASB Pledge by the charity ASB Help, who work with various partners, including local authorities and law enforcement to provide a tailored support and raise awareness of the impact of anti-social behaviour.



Suffering from noise nuisance?

Download The Noise App

www.thenoiseapp.com



the
noise
app

Step 1

Download the app from www.thenoiseapp.com or search online for 'The Noise App' at Google Play or the Apple App Store.



Step 2

Create your account and choose the Service Provider Nuneaton and Bedworth Borough Council to investigate your noise nuisance reports.



Step 3

To report a nuisance simply tap the icon, make a 30-second recording of the noise, complete a form and submit your report online.

Step 4

Await response from the Service Provider investigating your case reports.

Please use The Noise App responsibly

Tenancy Fraud

Combating Housing Tenancy Fraud

Tenancy fraud has the potential to have a significant impact on the Council, particularly the fact that it reduces the number of council properties available to let to those most in need of a home within the Borough.

In 2024/25, Nuneaton and Bedworth Borough Council investigated suspected tenancy fraud at a total of **56** different council properties.

These properties were identified from a variety of different sources, which included concerned members of the public, the Fraud Hotline, internally from the Housing Team, and other Council departments.

Of the **56** NBBC properties identified and the subsequent fraud investigations carried out, **12** council properties were recovered and made available to new tenant(s).

This has had a direct positive impact on the number of council properties available to let in the Borough, to the most in need.

Tenancy Fraud can include:

- Subletting - Renting out all or part of a property without our knowledge or permission
- Obtaining housing through deception by providing false information on a housing application
- Giving false or misleading information during a tenancy
- Holding more than one tenancy at once without declaring
- Not living in the property as your main and principal home

**NBBC has
ZERO
tolerance to
tenancy fraud**



Investing in homes

Keeping Your Home Safe

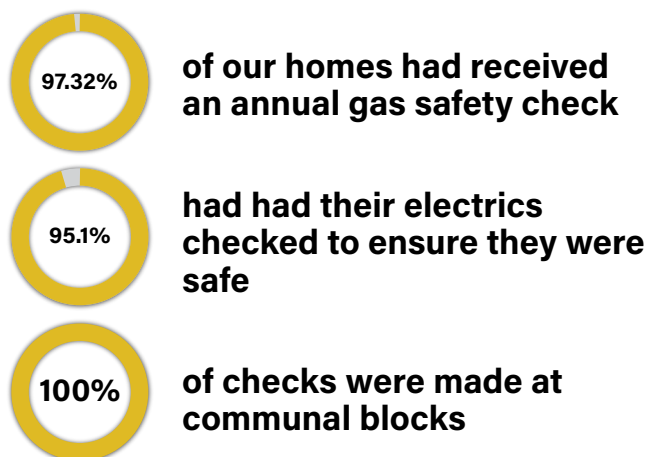
Our priority is to make sure your home is safe for you to live in. We do this by carrying out regular safety checks and have worked hard to make sure as many checks as possible are carried out.

Where we have a responsibility to do so we have carried out:



We have also installed fire doors and fire alarms in our buildings to make sure you remain safe in the event of a fire.

By August 2025



We want to improve on these percentages and will continue to work to ensure all our homes meet the highest safety standards possible.

Aids and Adaptations

We want to make sure all our tenants feel safe and able to live in their homes. Our aids and adaptations service helps disabled people to live independently by providing them with the tools to do so.

During 2024/25 we provided **857** adaptations to enable people to live independently in their homes which includes:

- Extending **17** homes to better suit the needs of disabled people and their families.
- Installing ramps to **67** properties to help people move in and out of their homes more easily.



Building New Homes

During 2024/25 we completed a development of **14** homes at Vale View, Stockingford, Nuneaton. The homes were completed with the help of **£868,000.00** worth of funding from Homes England and are energy efficient, benefiting from solar panels and other measures.





Investing in your home

We want to make sure your home is maintained to a decent standard by making sure it is heated properly, protected against the elements with suitable windows and doors, is insulated properly and has adequate cooking and bathing facilities.

We carry out stock condition surveys to determine when different elements need replacing and then use this to form our annual investment programme.

During 2024/25 this included:

- Fitting new, energy efficient boilers
- Installing new bathrooms and kitchens
- Replacing roofs and insulation
- Replacing windows and doors

During 2024/25 NBBC provided:

60

New
kitchens

50

New
bathrooms

11

New LAS
bathrooms

43

New
roofs

96

New
windows

111

New GRP
doors

185

New central heating
system upgrades

414

New
Fire Doors

18

New Electric
Storage Heaters

17

External Wall
Insulation



Independent Living

This annual report provides an overview of the initiatives and improvements undertaken by the Independent Living Service over the past year. Our commitment to addressing residents' needs and continuously improving our services is at the core of our mission.

The Independent Living Service also provides a Lifeline call system (Tunstall) to help tenants in an emergency, especially at night or over the weekend.

The service is covered 24 hours a day, 7 days a week, 365 days a year. With core hours being Monday to Friday 8am until 5pm, hours out of these times is covered by an Emergency 'out of hours' monitoring service which can direct appropriate personnel / services to the situation.

In 2024/25 the Lifeline service undertook the following:

Tunstall Stats April 24 to March 25



210

Calls for an Ambulance



15

Calls for a District Nurse



14

Calls to GP's



97

Responded to residents after a fall



345

Calls to the Fire Brigade



28

Calls to liaise with the Police following tenant concerns



1650

Reassurance required



95.6%

Length of time it takes to answer emergency calls against target



(Pension Credit Session)

Facility management

Repair figures for Independent Living from April 24 to March 25



1,335

Repairs

Total number of checks from April 24 to March 25:



55,317

During 2024/25 we made:



1,544

Welfare calls

New Pet Policy Introduced - February 2025

One of the most significant changes this financial year within our Independent Living Complexes was the introduction of our new Pet Policy in February 2025, which now allows residents to welcome certain pets into their homes.

This policy aims to balance the benefits of pet ownership with the need to maintain a safe, clean, and respectful environment for all residents.

Key Points of the Policy

1. Purpose

- Promote responsible pet ownership in Council housing.
- Manage complaints effectively and support tenants in caring for their pets.

2. Scope

- Applies to General Needs and Independent Living housing, setting clear expectations for pet owners.

3. Pet Ownership Permission

- Tenants must request written permission from the Council before keeping pets.
- Assistance animals (e.g., guide dogs) are automatically permitted with proof of registration.

4. Permitted Pets

- Accepted pets include domesticated dogs, cats, rabbits, rodents, fish, birds, and some reptiles/insects.
- Prohibited pets: Dangerous wild animals, certain dog breeds (e.g., Pit Bull Terrier), venomous creatures, livestock, and hybrids.

5. Owner Responsibilities

- Pets must be well-cared for, house-trained, and not cause a nuisance (e.g., noise, fouling).
- All pets must be microchipped and registered with a vet.

6. Visitor Pets

- Visiting pets must comply with the same rules; tenants are responsible for their visitors' pets.

7. Restrictions & Enforcement

- The Council may refuse or revoke permission if rules are not followed.
- Nuisance behaviours (noise, fouling, aggression) can lead to enforcement, including rehoming pets.

8. Appeals

- Tenants can appeal a refusal or revocation within 14 days.

9. Equality & Diversity

- The policy applies fairly to all tenants and is available in accessible formats upon request.

10. Policy Review

- Regular reviews with performance measures to ensure effectiveness.

For further details or to read the full policy, visit

www.nuneatonandbedworth.gov.uk/pet-policy

or scan the QR code below



Repairing your home

Responsive Repairs

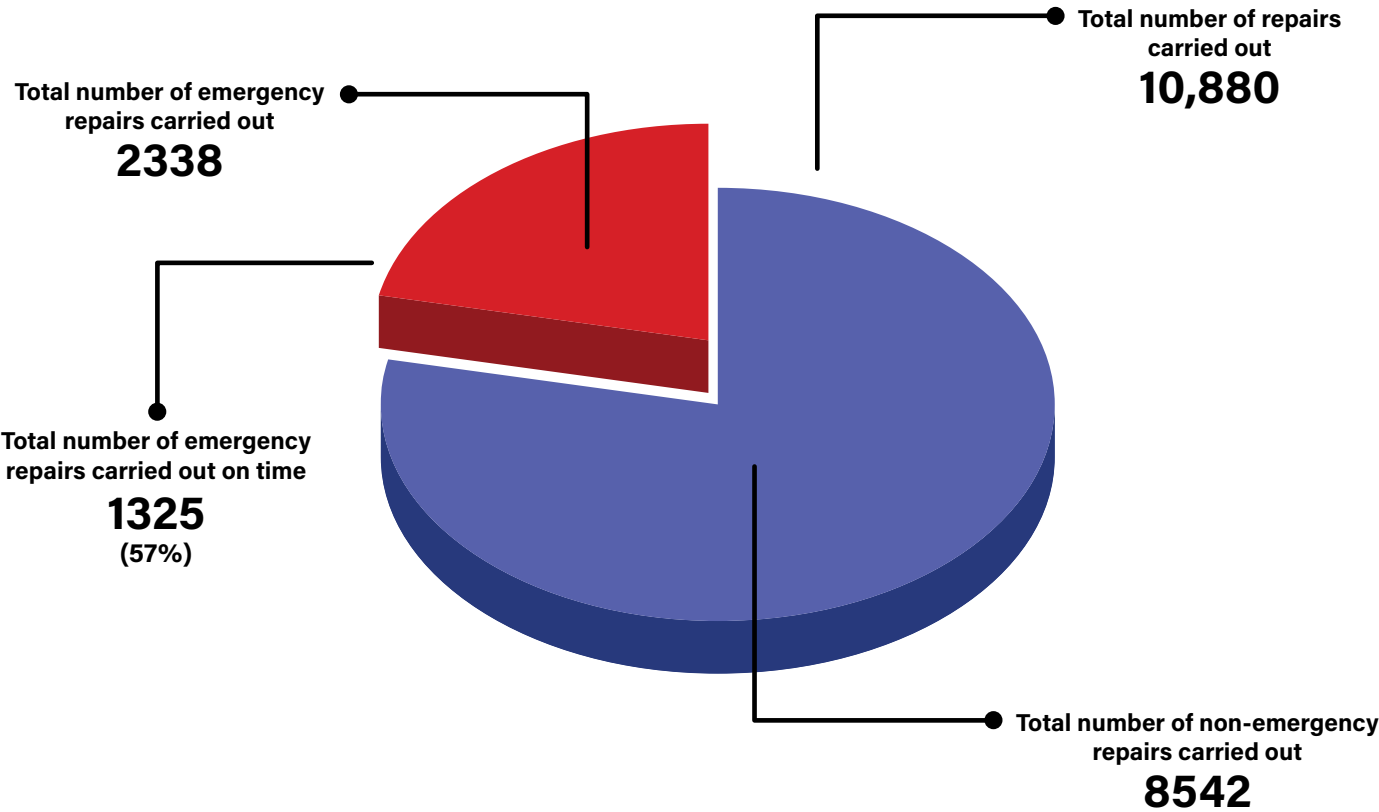
Making sure your homes are safe and in good repair is a priority for us, and we know that you feel the same.

The types of repairs we complete range from fixing gates, broken taps and broken door handles to investigating roof leaks and resolving problems with central heating.

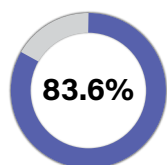
Our in-house repairs team provides the following services:

- Plumbing
- Joinery
- Glazing
- Plastering
- Roofing
- Bricklaying
- Fencing

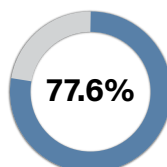
Type of works carried out in 2024/2025



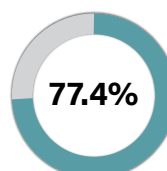
Our performance



Satisfied with repairs



Satisfied with the time taken to complete most recent repair



Satisfied that the home is well maintained

Keeping in contact

During 2024/25 we carried out:



1950

Property inspections

The total calls received into Repairs:



23,924

We painted the below flats in 2024/25:

- 🔧 **Leicester Street flats**
- 🔧 **Park Road**
- 🔧 **Newtown Buildings**
- 🔧 **Pinetree Road flats**
- 🔧 **Braemar Way flats**
- 🔧 **Orkney Close flats**
- 🔧 **Aviemore Close flats**
- 🔧 **Rolf Court**
- 🔧 **Chilvers Court**
- 🔧 **Charles Eaton Road flats**



Dealing with Damp and Mould

Tackling damp and mould is important to us.

We are currently undertaking inspections of our properties to eradicate any problems that could be related to this.

We have also appointed a Damp and Mould Tenancy Liaison Officer to support residents during the process and to help with queries.

The officer will also be attending residents' meetings at our Independent Living Schemes and will conduct follow-on visits for properties that had previously, or continue to, experience damp and mould.

During 2024/25 we conducted:

800

Reactive and proactive damp and mould inspections

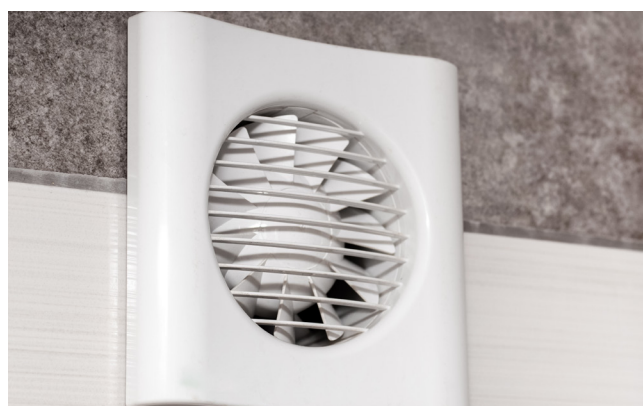
From these inspections we completed and installed:

286

Mould treatments

110

Extractor fans



Complaint handling

How the Council handles your complaints

From 01 April 2024, all social housing landlords must comply with a new Complaints Handling Code issued by the Housing Ombudsman. The purpose of the Code is to ensure there is a positive complaints culture across the social housing sector, extending fairness to benefit all residents.

The new Code requires the Council, as your landlord, to adopt the universal definition of a complaint – understanding the difference between a service request and making a formal complaint about the level of service already provided.



In 2024/25 the Council received and responded to

290

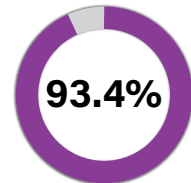
formal complaints

36

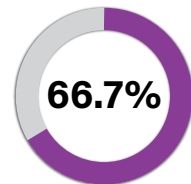
were escalated to Stage 2 of the Council's complaint handling process

Complaints responded to within the Housing Ombudsman's Handling Code timeframes

Stage 1



Stage 2



Good complaint handling follows the Housing Ombudsman's Dispute Resolution Principles.

We endeavour to:



Be fair – treat people fairly and follow fair processes



Put things right



Learn from complaints

These principles offer high level good practice guidance that should be followed by everyone in the complaints process. To improve the standards of service we provide, it is important that we demonstrate a willingness to learn from the complaints raised and any service failures identified. Going forward, we will give feedback to complainants telling them what lessons we have learned and the actions taken to improve service delivery.

Customer Accounts Team

What we did in 2024-2025

The Customer Accounts team help to collect rent and arrears to ensure our tenants stay in their homes. Here's what they did this year:



Rent Collected - 91.12%

The team collected most of the rent that was owed, including rent arrears. This means they worked hard to talk to tenants and help them pay. There's still a little more they could collect, but the collection rates were strong.



Notices Served - 87

This includes serving Notice of Seeking Possession, Notice of Possession Proceedings and Notices to Extend Introductory tenancies. This shows the team have been trying to fix problems with rent arrears using the tools and powers available.



Court Orders - 41

For any tenants that failed to try and address their arrears, the Courts granted 41 Possession Orders. This means these tenants are at risk of eviction for not paying their rent.



Evictions - 9

Unfortunately, there were some tenants who could not be helped to sustain their tenancies and therefore lost their homes. That's not a lot, and it shows the team tries to help tenants stay if they can.



Suspended Evictions - 7

More positively, some tenants worked with us to make a plan to repay their rent arrears, and these evictions were suspended. This shows our commitment to helping people sustain tenancies wherever we can.

The team worked hard to collect rent arrears and help tenants. They used court and eviction only when they had to, and they gave people chances to stay in their homes.

Some tenants are still struggling with money, so the team might need to find more ways to help them sooner.

Customer Accounts Team Plan - 2025 to 2026

1

Support Tenants Earlier

Talk to our tenants as soon as they start having trouble paying rent to prevent arrears from escalating.

2

Agree Repayment Plans Sooner

Support tenants to agree a sustainable and reasonable repayment plan as soon as they start getting into arrears.

3

Work With Other Services

Make more referrals to support services to assist our tenants in financial difficulty.

4

Use What's Working

Look at what helped tenants the most last year and use this approach as best practice.

Ways to Pay

You have various ways to pay your rent, so you can choose an option that suits you:



Direct Debit

Call 024 7637 6323

.....



24 Hour automated phone line

Call 024 7637 6172

.....



Online

www.nuneatonandbedworth.gov.uk/council/payments

.....



Standing Order

You can set this up with your bank

.....



Payzone

Find your local Payzone at
www.payzone.co.uk

.....



Post Office

Find your local Post Office at
www.postoffice.co.uk/branch-finder

How your rent is spent

£32,349,555
Income

→ This is all the income received to the Housing Revenue Account, including rent for properties, garages and shops.

£10,426,747
Management costs

→ These costs include managing tenancies, dealing with anti-social behaviour, repairs management and the costs of agreeing specific housing and policies.

£343,381
Grounds maintenance

→ The costs of maintaining the open spaces on housing sites.

£7,366,307
Reactive repairs

→ The costs of undertaking repairs to homes – so this would include things like void works and any external contractors.

£16,579,092
Capital expenditure

→ The costs of major improvements to homes, such as new kitchens and bathrooms and the cost of building and buying new homes.

£13,464,654
Interest/Debt charges

→ The interest charges payable for the debt held by Housing Services.

£359,655
All other expenditure

→ Debt management costs

Looking to the future

We hope you've enjoyed reading this year's Annual Report. We're proud to say that whilst our performance is positive, we want to focus on improving the services you receive from us by:

- **Continue to increase our rent arrears collection through supporting tenants wherever possible and reserving enforcement only where tenancies cannot be sustained**
- **Complete the installation of additional security measures at Lexington Court, Nuneaton to deter crime and Anti-social Behaviour**
- **Carry out a campaign to increase numbers on our Tenant and Leaseholder Scrutiny Panels to hold us to account on all aspects of our housing service delivery to you as your landlord**
- **Continue to upskill our staff to ensure they act in accordance with the law, best practice and have our tenants at the heart of everything we do**
- **Improve our complaints handling performance, increase your satisfaction with how we handle complaints and learn from any mistakes we make**
- **Survey as many tenants as possible through the Tenant Satisfaction Measures (TSMs) and devise action plans with our tenant scrutiny panels to improve our performance to you**

We're looking forward to seeing more changes and improvements in our performance in the coming year, and we are excited to work with our tenants in a more collaborative way to achieve this.

Contact Us

Nuneaton and Bedworth Borough Council



Customer Services

02476376376



Repairs

024 7637 6344



Emergency out of hours

024 7638 2153



Online

www.nuneatonandbedworth.gov.uk/contact

Housing Ombudsman



Email

info@housing-ombudsman.org.uk



Phone

0300 111 3000

(calls are recorded for training and monitoring purposes)



Write

Housing Ombudsman Service, PO Box 1484,
Unit D, Preston, PR2 0ET or online via
www.housing-ombudsman.org.uk/residents/bring-your-complaint-to-the-housing-ombudsman/