

Making a Complaint to the City of London Housing Division

If you have a request or question, you can talk to your Estate Team or the Repairs Desk. If you have issues with Anti-Social Behaviour, please talk to your Resident Services Officer.



Contact details for the Estate Team and Repairs Service Desk are available on the back of this leaflet.

Formal Complaint: Stage 1:

If you are dissatisfied with the City of London's Housing division, you can make a formal complaint.

1. Timing: The complaint must be about something that happened in the last 12 months.

2. How to complain:

- Write a letter to Housing Complaints, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN
- Call 020 7606 3030 (Switchboard) or 020 7029 3935 (Housing Complaints)
- Email housing.complaints@cityoflondon.gov.uk

If you complain on the phone, we will send you a letter or email to confirm the details.

3. What happens next:

The Housing Complaints Team will acknowledge your complaint within 5 working days.

A manager will investigate your complaint.

A response will be sent within 10 working days. If more time is needed, it can be extended by a further 10 working days. You will be informed in writing about this extension.

Formal Complaint: Stage 2:

If you are not happy with the response to your Stage 1 complaint, you can move to Stage 2 of the Complaints Process.

1. How to take your complaint further (to escalate):

Contact the Housing Complaints Team. You don't have to explain why you want to escalate to stage 2, but it can be helpful to the Complaints Investigator if you do.

2. What happens next:

The Housing Complaints Team will acknowledge your Stage 2 complaint within 5 working days.

- A senior manager will investigate your complaint.
- You will get a response within 20 working days. If more time is needed, it can be extended by a further 20 working days. You will be informed in writing about this extension.

Housing Ombudsman

You may wish to escalate your complaint to the Housing Ombudsman.

You can contact the Housing Ombudsman at any stage of your complaint. This is a free and independent service that helps resolve complaints and disputes between tenants or leaseholders and social landlords.



Contact Details

Housing Complaints Team

- Write a letter to Housing Complaints, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN
- Call 020 7606 3030 (Switchboard) or 020 7029 3935 (Housing Complaints)
- Email housing_complaints@cityoflondon.gov.uk
- Scan the QR Code for the Housing Complaints Form



Repairs Service Desk

- Email: propertyservices@cityoflondon.gov.uk
- Phone: 0800 035 0003
- Post: Property Services, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN

Housing Ombudsman Service

- Email: info@housing-ombudsman.org.uk
- Phone: 0300 111 3000
- Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET
- Scan the QR Code for the Housing Ombudsman Complaints Page.



Estate Offices

Golden Lane Estate:

020 7253 2556
goldenlane@cityoflondon.gov.uk
Great Arthur House, Fann Street, EC1Y 0SJ

Barbican Estate:

020 7029 3958
barbican.estate@cityoflondon.gov.uk
3 Lauderdale Place, EC2Y 8EN

Middlesex Street Estate:

020 7247 4839
MSE@cityoflondon.gov.uk
Artizan Street, E1 7AF

Avondale Square Estate:

020 7237 3753
AvondaleSquareEstate@cityoflondon.gov.uk
Twelve Acres House, SE1 5PD

Dron House:

020 7247 4839
MSE@cityoflondon.gov.uk
Adelina Grove, E1 3AB

Isleden House:

0207 226 2892
isleden.house@cityoflondon.gov.uk
Prebend Street, N1 8PP

Holloway Estate:

0207 607 3207
hollowayestateteam@cityoflondon.gov.uk
Fairweather House, Pankhurst Road, N7 0NS

Windsor House:

020 7247 4839
DCCS.WindsorHouse@cityoflondon.gov.uk
Wenlock Road, N1 7SX

York Way Estate:

020 7607 3119
Yorkway.EstateTeam@cityoflondon.gov.uk
Lambfold House, Market Road, N7 9PX

Southbank Estates:

020 7620 3702
southwark@cityoflondon.gov.uk
Pakeman House, Pocock Street, SE1 0BH

Horace Jones House:

020 7620 3702
southwark@cityoflondon.gov.uk
Dutchess Walk, SE1 2RF

Sydenham Hill Estate:

020 7620 3702
Sydenham.Hill@cityoflondon.gov.uk
Otto Close, Forest Hill, SE26 6LT

William Blake Estate:

020 7620 3702
southwark@cityoflondon.gov.uk
McAuley Close, SE1 7EA