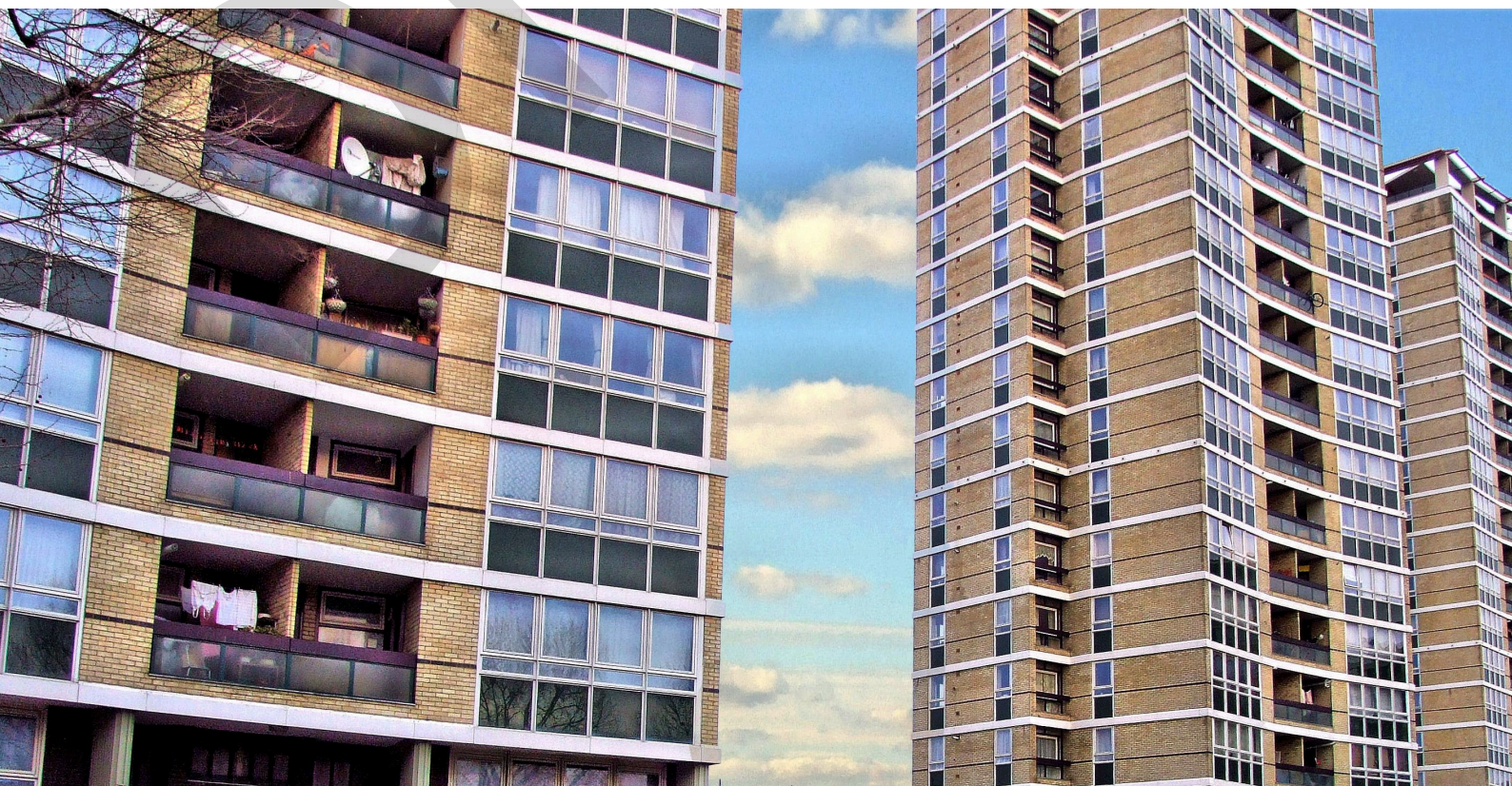




Making a Complaint to the City of London Housing Division



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Service Requests or Questions

If you have a request or question about something, you can talk to your Estate Team. If your query relates to a repair, please contact the Repairs Service Desk.

If you wish to complain about a neighbour or other resident on your estate, this is dealt with under our anti-social behaviour policy. Please speak to your Estate Team if you have any concerns about this.

Each estate has a Resident Services Officer. You may wish to speak to them about your concerns or questions in the first instance. You can make an appointment to speak to your resident services officer by calling, emailing or visiting your estate office.

Residents can make complaints to the Housing Complaints Team without speaking to their Resident Services Officer.

Estate Office contact details are available at the end of this leaflet.



Repairs Service Desk

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

Making a Complaint

We aim to provide good quality services but sometimes we get it wrong. When this happens, we want to make it as easy as possible for residents to tell us and know that we will respond positively, quickly and fairly.

We aim to:

- address requests and enquiries quickly and at a local level;
- manage all complaints quickly, efficiently and with courtesy;
- ensure you know what is happening at all times;
- give a clear response within set time limits explaining the action we will take;
- treat complaints as feedback that will help us to continuously improve our services

At each stage of the complaints process, we aim to provide a full response to your complaint within the set timeframe. If we cannot do so, we will contact you to explain why, and let you know when to expect a response.

Residents can contact the Housing Ombudsman Service at any stage of a complaint.

To get in touch with the Housing Complaints Team, you can:

- 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 below QR Code for the online complaints form.



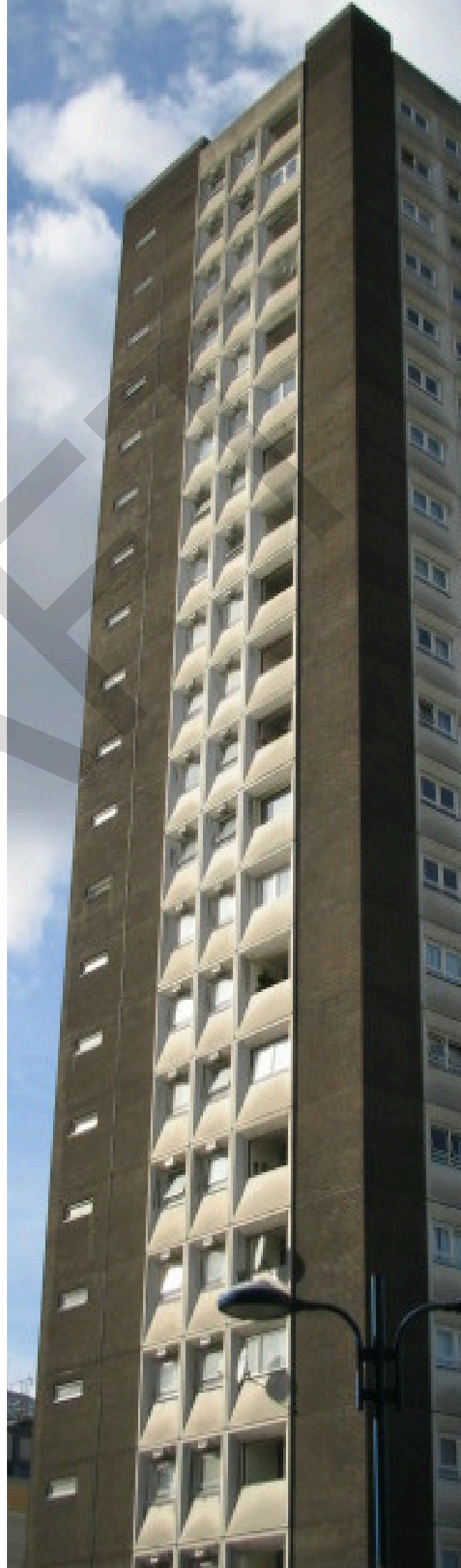
This leaflet contains a summary of our Housing Complaints Policy which is available at www.cityoflondon.gov.uk/services/housing

Exclusions

There are some instances in which the Housing Complaints Team will not accept a complaint. The Housing Complaints Team do not take a blanket approach and will consider each case on its particular facts. If the team do not accept a complaint, they will write to you to explain the reasons that your complaint is not accepted.

Exclusions are as follows:

- **Age** – if the issue giving rise to the complaint happened more than 12 months ago (unless it is a recurring problem).
- **Legal Action** – if a complainant pursues the issue through a legal route. This will not stop the City of London from trying to resolve the issue.
- **Previous Complaints** – the matter has already been considered and reviewed through the complaints service.
- **Not Within Our Control** – complaints about services, people or bodies over which we have no control.
- **Insurance Claims** – a claim for damages or personal injury which will be dealt with as an insurance claim.
- **Alternative appeals or review procedures** – issues over which there is an alternative redress process.



Formal Complaint: Stage 1

If you are dissatisfied with the service of the City of London's Housing Division, you can make a formal complaint to the Housing Complaints Team.

1. Timing: The complaint must be about something that happened in the last 12 months. There are some instances in which complaints over 12 months old can be investigated e.g., if it is a recurring problem

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
- Scan the QR Code for the Housing Complaints Form



3. What Happens Next:

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

A manager from the team in which your complaint is about will look into the details of your complaint. They will look at relevant records, talk to staff involved in the matter, and may also contact you to discuss the matter further.

You will get a response within 10 working days. If more time is needed, it can be extended by a further 10 working days. The Housing Complaints Team will explain the reason for the extension.

Formal Complaint: Stage 2

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

1. How to Escalate:

Contact the Housing Complaints Team via email, telephone call or letter. You do not have to explain why you want to escalate, but it can be helpful to the complaints investigator if you explain the reasons that you are dissatisfied with the stage 1 response.

2. What Happens Next:

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

A senior manager from the department that your complaint is about will look into your complaint. They will review your complaint and the work that has been done so far to resolve the matter. They may also discuss your complaint with staff members involved or contact you to discuss the matter further.

You will get a response within 20 working days. If more time is needed, the deadline can be extended by a further 20 working days. The Housing Complaints Team will explain the reason for the extension.



Further Support

The Housing Ombudsman:

Residents can go to the Housing Ombudsman at any point during the complaints process.

The Housing Ombudsman is a free and independent service that helps resolve complaints and disputes between tenants or leaseholders and social landlords.

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Scan the below QR Code for the Housing Ombudsman's complaints page:



The Local Government Ombudsman:

There may be instances in which the Local Government Ombudsman can help, depending on the nature of your complaint. Their website is www.lgo.org.uk and they can be contacted on 0300 061 0614.

Mediation:

At any stage in the process, we may suggest that a mediator is invited to work with the City of London and the complainant to help find a way to achieve a better understanding and a way forward. Mediators are independent and have specialist skills in resolving complaints.

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



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- Email: propertyservices@cityoflondon.gov.uk
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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 Office Contacts

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