

PROPERTY DISREPAIR COMPLAINT FORM



Working in Partnership

Date :

Names of all tenants and occupants:.....

Contact number: E-Mail:

Address:

When did you start your tenancy: Do you have any rent arrears:.....

Have you had a s21 Notice served:..... If yes when does it expire:.....

Have you made an application to join the housing register:.....

If yes what is your reference number:.....

Is this property:

- Housing Association Private Rented House in Multiple Occupation
- House Bungalow Maisonette Flat If flat what floor are you on

How many bedrooms do you have

Do you have a working smoke detector at the property? Yes No

Owners details

Managing Agents details (if any)

Name: Name:

Address: Address:

Address: Address:

Postcode: Postcode:

Telephone: Telephone:

PLEASE NOTE – IF YOU DO NOT PROVIDE A FULL NAME AND ADDRESS FOR EITHER THE OWNER OR THE MANAGING AGENT WE CANNOT PROCESS YOUR COMPLAINT

Have you reported the repairs in writing to your landlord or managing agent: Yes No
(a copy may be requested)

If yes - when did you report it and what response did you get from your landlord or managing agent:

If no - why not?

PLEASE PROVIDE DETAILS OF YOUR COMPLAINT ON THE NEXT PAGE

Once this form has been completed and sent to the Private Sector Housing Team we will process your complaint. We will write to your Landlord, giving them 21 days to respond. After 21 days we will contact you for an update and to see if you are happy with your Landlord's response. If you are not happy we can arrange a formal inspection to assess the possibility of taking further action if appropriate. These deadlines are not always adhered to, and are for guidance purposes only.

Brief description of complaint:

**Completed Forms to be returned to; Private Sector Housing , Castlepoint
Office, Castlepoint Library, Castle Lane West, Bournemouth, BH8 9UP. Or
email the completed form to privatesector.housing@bournemouth.gov.uk**