

Complaints Handling Policy

Our complaints policy

We are committed to providing high-quality accommodation to all of our tenants and whilst we hope you never have cause, when something goes wrong, we need you to tell us about it. This will help us to improve our standards and ensure that you remain happy in your home.

Please note that day to day maintenance issues (e.g. leaking tap washer) must be reported to us as soon as it is noticed and we hereby undertake to have a response to emergency situations (e.g. water leaking through a ceiling) as quickly as possible and all other matters within 24 hours of when they were first reported.

If you feel you have a legitimate complaint that has not been resolved these must be reported to us by email setting out the full details of your complaint and we have then have one week to consider your complaint.

What will happen next?

1. We will send you an acknowledgement of your complaint within two days of receiving it.
2. We will then investigate your complaint. This may involve contractors or other third parties so please bear with us.
3. We will then respond to you within one week setting out our position and/or proposed resolution if it transpires you have a valid reason to be unhappy (e.g. length of time a repair too)
4. At this stage, if you are still not satisfied please notify us within a further 7 days, you should contact us again and we will arrange to meet with you or suggest someone unconnected with the matter to opine or suggest appropriate alternative resolution.
5. We will write to you within 2 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the
 - Brent Private Tenants' Rights Group, 36 – 38 Willesden Lane, Kilburn, London, NW6 7ST
 - Brent Citizens Advice Bureau – 270 – 272 High Road, Willesden, London, NW10 2EY

About your complaint.

Please do remember that as professional landlords we are here to work with you at all times; we understand that you may feel frustrated at times but again we stress that if you let us know something isn't right we can do something about it – we cannot attend to issues we do not know about so thank you for your understanding of this.