

# Pathways for reporting repairs in rented properties

## Check whether the landlord or tenant is responsible for the repair

Tenant can check [here](#) or search 'house repairs' on [council website](#): [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk).

If the landlord is responsible, report the hazard via the relevant pathway below.


### Pathway 1: Tower Hamlets Council tenants

#### Council tenants can report repairs via:

 Council service centre: **0800 376 1637**

 Council website 'report a repair': [towerhamlets.gov.uk](http://towerhamlets.gov.uk)

 Residents Hub at Town Hall

 Translation services available. Tenants can nominate someone to speak on their behalf.

#### The Council must:


Address damp and mould within set timeframes-see [here](#)


Investigate emergency repairs (any risk) within **24 hours**.

Complete other repairs within set timeframes, in line with national guidance and the council's repairs policy.

### Pathway 2: Housing Association tenants

#### Housing association tenants can report repairs by:

 Reporting the repair to their housing association

 A sample letter for the tenant to use is available on council website if needed (search '[House repairs](#)' and scroll down)

#### The Housing Association must:

Address damp and mould within set timeframes-see [here](#)


Investigate emergency repairs (any risk) within **24 hours**.


Complete other repairs within set timeframes, in line with national guidance.

#### If the issue isn't resolved tenants can:

Make an **official complaint** to their housing association and obtain a **complaint reference number** (see [here](#) or search 'council and housing association tenant complaints')


 Contact Environmental Health: [environmental.health@towerhamlets.gov.uk](mailto:environmental.health@towerhamlets.gov.uk) or **0207 364 5008** (ask for Health and Housing)


 Contact the Housing Ombudsman: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

 Seek legal advice if needed

### Pathway 3: Private tenants

#### Private tenants can report repairs by:

 Contacting their landlord or letting agent directly

 A sample letter for the tenant to use is available on council website if needed (search '[House repairs](#)' and scroll down)

#### If there's no response within 10 working days:

Tenant should contact Environmental Health:  [environmental.health@towerhamlets.gov.uk](mailto:environmental.health@towerhamlets.gov.uk) (request a call back) or  **0207 364 5008** (ask for Health and Housing)

#### Environmental Health (EH) response:

If urgent (serious health risk): EH officer contacts tenant within **24 hours**

If **non-urgent**: tenant must provide written details; landlord is given **14 days** to fix the issue

#### If no progress after 14 days the EH officer will:


Assess the problem; arrange an inspection; take action to ensure the home is safe and free from **Category 1 hazards**


#### If unhappy with council's response:

Tenants can complain by searching '[council housing complaints](#)' on the council website.

#### If the issue isn't resolved tenants can:

 Call the Council Service Centre again: **0800 376 1637**

 [Submit a complaint online](#) (search 'make a complaint' on [council website](#))

 Contact the Housing Ombudsman: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)