



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](#).

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

🏡 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.

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

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 or **0207 364 5008** (ask for Health and Housing)

✉️ Contact the Housing Ombudsman: 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 (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.