

# Our guide to making a good housing complaint



Code landlords have agreed to resolve problems reasonably and promptly, so follow our tips to get your issue sorted.

1. Let your landlord/agent know about the problem - if you discuss it verbally stay calm and make sure to send a quick email afterwards to confirm what you agreed. Here are a few quick tips for writing your email:

Be Clear

Be  
Factual

Be  
Accurate

Be Fair

Ask for a  
resolution

2. Not fixed within a reasonable timeframe? Email your landlord to remind them that you've still got a problem, and ask for a resolution.

3. If still nothing has been done, make a complaint to the landlord. Do this in writing, again being factual, accurate and fair - and ask for a reply within 7 days. State that you will make a complaint to Unipol if action is not taken. *Most complaints are resolved at this stage.*

4. If you're not happy with the response, or you don't receive one - let us know. We'll check if your landlord is a Unipol Code member. If not - there are other means of support - see overleaf for some contact details. If they are a member, you can make a Code Complaint on the website at [www.unipol.org.uk/code](http://www.unipol.org.uk/code)

5. Complete the online complaint form and provide supporting evidence. We'll review everything you've submitted, and if we have everything we need, will contact your landlord with details of the complaint, and ask for a response within 7 working days. If we're concerned about the standards of the property itself, we'll carry out an inspection within 10 days.

6. We'll work with you and your landlord to try to resolve the complaint, but if this is not possible it will be referred to the Unipol Code Tribunal. The Tribunal is an independent body which will look into your complaint and the landlord's response, and decide if they have breached the Code. The Tribunal cannot award compensation or settle legal arguments—see overleaf for sources of advice if you are seeking either of these remedies.

## **Bradford Housing Information and Advice**

The Unipol website contains information on your renting rights:  
[www.unipol.org.uk/bradford](http://www.unipol.org.uk/bradford)

We are here to help so get in contact with questions or concerns:  
01274 235 899// [bradfordcode@unipol.org.uk](mailto:bradfordcode@unipol.org.uk)

### **Unipol Solicitor Appointment:**

Speak to a solicitor - appointments can be arranged on the details above.

### **Other Sources of Support:**

#### **University of Bradford Union of Students - Advice and Welfare**

01274 233 300 // [ubu-advice@bradford.ac.uk](mailto:ubu-advice@bradford.ac.uk)  
[www.ubuonline.co.uk/advice-and-welfare/advice-centre/](http://www.ubuonline.co.uk/advice-and-welfare/advice-centre/)

#### **Bradford College Students' Union**

01274 433 007 // [su.advice@bradfordcollege.ac.uk](mailto:su.advice@bradfordcollege.ac.uk)  
[www.bradfordcollegesu.co.uk/advice](http://www.bradfordcollegesu.co.uk/advice)

#### **Bradford Metropolitan District Council Environmental Health**

01274 434 520 // [chesadminsUPPORT@bradford.gov.uk](mailto:chesadminsUPPORT@bradford.gov.uk)  
[www.bradford.gov.uk/bmdc/housing/](http://www.bradford.gov.uk/bmdc/housing/)

**Shelter:** [www.england.shelter.org.uk](http://www.england.shelter.org.uk)

## **Unipol Student Homes**

Richmond Building, University of Bradford,  
Great Horton Road, BD7 1DP  
01274 235 899 [info@unipol.bradford.org.uk](mailto:info@unipol.bradford.org.uk)  
[www.unipol.org.uk/bradford](http://www.unipol.org.uk/bradford)

