

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

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.

Unipol are here to help with any housing issues so please get in touch:

0113 243 0169 // Leedscode@unipol.org.uk

Our helpful website has lots of advice and videos about housing and your rights: www.unipol.org.uk

Unipol Solicitor Appointment:

Contact us as below

Other Sources of Support:

Student Union Advice Centres:

Leeds University Union:

0113 380 1290 // advice@luu.leeds.ac.uk

Leeds Beckett Student Union:

0113 812 8408 // su.studentadvice@leedsbeckett.ac.uk

Leeds Trinity Student Union:

0113 283 7100 (ext. 352) // a.shepherd@leedstrinity.ac.uk

Leeds City Council Environmental Services:

0113 222 4406 // psh@leeds.gov.uk

Shelter: www.england.shelter.org.uk

Unipol Student Homes

155-157 Woodhouse Lane, Leeds, LS2 3ED

0113 243 0169 info@unipol.org.uk

www.unipol.org.uk

