

# Making a Complaint to the City of London Housing Division

If you have a request or question, you can talk to your Estate Team or the Repairs Desk. If you have issues with Anti-Social Behaviour, please talk to your Resident Services Officer.



Contact details for the Estate Team and Repairs Service Desk are available on the back of this leaflet.

## Formal Complaint: Stage 1:

If you are dissatisfied with the City of London's Housing Division, you can make a formal complaint.

**1. Timing:** The complaint must be about something that happened in the last 12 months.

### 2. How to complain:

- Write a letter to Housing Complaints, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN
- Call: 020 7606 3030 (Switchboard) or 020 7029 3935 (Housing Complaints)
- Email: [housing.complaints@cityoflondon.gov.uk](mailto:housing.complaints@cityoflondon.gov.uk)

If you make a complaint on the phone, we will send you a letter or email to confirm the details.

### 3. What happens next:

The Housing Complaints Team will acknowledge your complaint within 5 working days.

A manager will investigate your complaint.

A response will be sent within 10 working days. If more time is needed, it can be extended by a further 10 working days. You will be informed in writing about this extension with the reason why.

## Formal Complaint: Stage 2:

If you are not satisfied with the response to your Stage 1 complaint, you can move to Stage 2 of the Complaints Process.

### 1. How to take your complaint further (to escalate):

Contact the Housing Complaints Team. You don't have to explain why you want to escalate to Stage 2, but it can be helpful to the Complaints Investigator if you do.

### 2. What happens next:

The Housing Complaints Team will acknowledge your Stage 2 complaint within 5 working days.

- A senior manager will investigate your complaint.
- You will get a response within 20 working days. If more time is needed, it can be extended by a further 20 working days. You will be informed in writing about this extension with the reason why.

## Housing Ombudsman Service

You may wish to escalate your complaint to the Housing Ombudsman.

You can contact the Housing Ombudsman at any stage of your complaint. This is a free and independent service that helps resolve complaints and disputes between tenants or leaseholders and social landlords.



# Contact Details

## Housing Complaints Team

- Write a letter to Housing Complaints, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN
- Call 020 7606 3030 (Switchboard) or 020 7029 3935 (Housing Complaints)
- Email [housing\\_complaints@cityoflondon.gov.uk](mailto:housing_complaints@cityoflondon.gov.uk)
- Scan the QR Code for the Housing Complaints Form



## Repairs Service Desk

- Email: [propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)
- Phone: 0800 035 0003
- Post: Property Services, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN

## Housing Ombudsman Service

- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Phone: 0300 111 3000
- Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET
- Scan the QR Code for the Housing Ombudsman Complaints Page.



## Estate Offices

### Golden Lane Estate:

020 7253 2556  
[goldenlane@cityoflondon.gov.uk](mailto:goldenlane@cityoflondon.gov.uk)  
Great Arthur House, Fann Street, EC1Y 0SJ

### Windsor House:

020 7247 4839  
[DCCS.WindsorHouse@cityoflondon.gov.uk](mailto:DCCS.WindsorHouse@cityoflondon.gov.uk)  
Wenlock Road, N1 7SX

### Barbican Estate:

020 7029 3958  
[barbican.estate@cityoflondon.gov.uk](mailto:barbican.estate@cityoflondon.gov.uk)  
3 Lauderdale Place, EC2Y 8EN

### York Way Estate:

020 7607 3119  
[Yorkway.EstateTeam@cityoflondon.gov.uk](mailto:Yorkway.EstateTeam@cityoflondon.gov.uk)  
Lambfold House, Market Road, N7 9PX

### Middlesex Street Estate:

020 7247 4839  
[MSE@cityoflondon.gov.uk](mailto:MSE@cityoflondon.gov.uk)  
Artizan Street, E1 7AF

### Southbank Estates:

020 7620 3702  
[southwark@cityoflondon.gov.uk](mailto:southwark@cityoflondon.gov.uk)  
Pakeman House, Pocock Street, SE1 0BH

### Avondale Square Estate:

020 7237 3753  
[AvondaleSquareEstate@cityoflondon.gov.uk](mailto:AvondaleSquareEstate@cityoflondon.gov.uk)  
Twelve Acres House, SE1 5PD

### Horace Jones House:

020 7620 3702  
[southwark@cityoflondon.gov.uk](mailto:southwark@cityoflondon.gov.uk)  
Dutchess Walk, SE1 2RF

### Dron House:

020 7247 4839  
[MSE@cityoflondon.gov.uk](mailto:MSE@cityoflondon.gov.uk)  
Adelina Grove, E1 3AB

### Sydenham Hill Estate:

020 7620 3702  
[Sydenham.Hill@cityoflondon.gov.uk](mailto:Sydenham.Hill@cityoflondon.gov.uk)  
Otto Close, Forest Hill, SE26 6LT

### Isleden House:

0207 226 2892  
[isleden.house@cityoflondon.gov.uk](mailto:isleden.house@cityoflondon.gov.uk)  
Prebend Street, N1 8PP

### William Blake Estate:

020 7620 3702  
[southwark@cityoflondon.gov.uk](mailto:southwark@cityoflondon.gov.uk)  
McAuley Close, SE1 7EA

### Holloway Estate:

0207 607 3207  
[hollowayestateteam@cityoflondon.gov.uk](mailto:hollowayestateteam@cityoflondon.gov.uk)  
Fairweather House, Pankhurst Road, N7 0NS