

Complaining about repairs in social housing

This information is for Housing Executive and housing association tenants, also called social tenants.

Do not stop paying rent, even if you're not happy with how your landlord is handling things. Your landlord could evict you.

You can [complain to the Housing Executive](#) if:

- they are not repairing things
- you're not happy with how they did a repair
- you feel they're not treating you well

You can submit two complaints to your local Housing Executive office. This is the 'internal complaints process.' Some refer to the two complaints as the 'first stage' and 'second stage.'

Complaining to the Ombudsman

If you are unhappy with the outcome of the internal complaints process, you can [complain to the Northern Ireland Public Services Ombudsman](#).

The Ombudsman makes sure that public organisations provide fair and efficient services.

You can [submit your complaint online](#).

The Ombudsman has information about the [kind of complaints they handle](#). After you complain, the Ombudsman will investigate. They may want to talk to you about the problem. If they find that the organisation treated you unfairly, they will make recommendations.

More advice

- [Help from the council](#)
- [Paying rent for bad housing](#)
- [Repairs for social tenants](#)