Housing Rights

https://www.housingrights.org.uk/housing-advice/repairs-and-bad-housing/complaining-about-repairs-social-housing

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Complaining about repairs in social housing

This information is for people living in Northern Ireland.

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

If you are a Housing Executive tenant

You can complain to the Housing Executive if:

- you are a Housing Executive tenant
- 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.'

Further information on complaining to the Housing Executive can be found here.

If you are a tenant in other social housing

You can find information about how to complain about a housing association here .

This includes when you are unhappy about repairs and bad conditions.

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