

Registered Social Landlords – see list below

If you rent your property from a Registered Social Landlord you will need to contact them in the first instance regarding your housing conditions. If they do not resolve the problems to your satisfaction **you must follow their official complaints procedure.**

There are three stages to this process:-

- 1) Make a formal complaint
- 2) Contact a designated person such as an MP, local councillor or tenant panel
- 3) Contact the Housing Ombudsman

Private Sector Housing cannot assist you unless this process has been followed.

To report a complaint about the service you have received:-

Cornwall Housing	www.cornwall.gov.uk/housing/cornwall-housing-ltd/compliments-comments-and-complaints
Devon and Cornwall Housing	www.dchgroup.com/contact-us/complaints-and-compliments/
Ocean Housing	www.ocean-group.co.uk/Group/Complaints
Sanctuary Housing	www.sanctuary-housingsouthwest.co.uk/comments-or-compliments
Coastline Housing	www.coastlinehousing.co.uk/complaints-compliments
West Country Housing	www.westwardhousing.org.uk/complaints-comments
Guinness Trust Group	www.guinnesspartnership.com/help-centre/complaints-questions.aspx
Cornwall Rural Housing Association	http://www.crha.org.uk/complaints/default.html
South West Homes	https://www.helptobuysw.org.uk/Data/ASPPages/1/52.aspx
Anchor Housing	http://www.anchor.org.uk/contact-us
Hastoe Housing	http://www.hastoe.com/page/102/Contact-Hastoe.aspx

More information on the formal complaint process for Registered Social Landlords can be found by ringing 0300 111 3000 or by visiting:-

<http://www.housing-ombudsman.org.uk/>