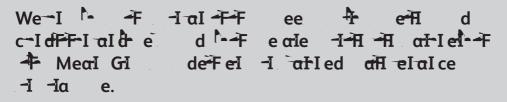
Planned maintenance

tenant information



This tenant information leaflet has useful information on the works and includes:

- Frequently asked questions
- The tenants' charter

We F-Iea ald fre F-Ie ec

1. We will respect different cultures

We prefer to receive formal complaints in writing as this minimises the likelihood of any misunderstandings and/or misinterpretation.

Details of your complaint will be formally logged and acknowledged in writing within two working days letting you know the complaint reference number, who will be investigating and the 10 working day deadline date for a full response from the investigating officer.

F-Iac àr H-Sae2

If you are not satisfied with the reply you receive at stage 1, you can request a review of your complaint. Details of who to contact will be with the response to the stage 1 complaint.

F-Iac āH-Sae3

If you remain dissatisfied with the response at Stage 2, you have the right to submit your complaint to the Housing Ombudsman. This is an independent person employed by the Government to monitor the actions of registered social landlords, including council housing.

Further details can be found on their website www.housing-ombudsman.org.uk

If a complaint is sent direct to the ombudsman without going through the formal complaints procedure stages 1 and 2, they are likely to redirect the complaint back to Crawley Borough Council asking us to investigate the complaint at the appropriate stage.



C-I ac

While we are working in your property, you might have some concerns or questions or you may need to contact us urgently about the works so here are a few useful numbers.

Meæl

Cia e **B** -i e **C** -ic

01293 438111 01293 438248

Sec -F

While works are taking place please put valuables in a safe place as things may

