



Helping **Tenants** in Unhealthy Homes

Need Housing Advice?
0800 048 7967





TENANTS ADVICE

“To give every social housing tenant a voice that will be heard”

WELCOME

In the UK, there is a growing problem with social housing and private rental, and its getting harder to get in touch with the Housing Associations & Councils.

In March 2024, the latest English Housing Survey shows there were 76,814 'non-decent' council- owned properties, or homes in substandard conditions. The Housing Ombudsman for England has called for a culture change in social housing, accusing landlords of blaming tenants and not taking responsibility for disrepair.

Everyday we come across many tenants whose lives are being deeply affected by the conditions they are living in, affecting both physical or mental health.

We want to partner with you to help spread our message to assist even more tenants across our communities

At Tenants Advice we have an expert team of Housing Conditions Officers, Solicitors and Building Surveyors who guarantee fast, reliable help and advice. We are confident in getting the best results for the tenants we help. We offer free housing consultations to establish if you can claim against your landlord. Alternatively, we will provide you with free no obligation advice.

Bobby Kennedy
Director

ABOUT US



Who We Are

Tenants Advice helps thousands of families across England & Wales with housing disrepair issues. Founded in 2016, our aim is to support Council and Housing Association tenants who are struggling with getting repairs carried out by their housing provider. It is your legal right to live free of constant leaks, damp, mould, rotten windows, rodent or cockroach infestations.

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Tenants Advice is regulated by the Financial Conduct Authority.

What We Are About

"To give every social housing tenant a voice that will be heard"

Our Mission

To help Social Housing tenants end their suffering of living with dangerous structural damages and infestations

Our Aim

To hold landlords accountable for their unacceptable negligence in failing to provide habitable homes.

Our Values

- Commitment to clients
- Integrity
- Diversity



0800 048 7967



partners@tenantsadvice.co.uk

How We Help Our Communities

- Free helpline to understand your rights
- We can arrange a Housing Inspection with our Expert Housing Advisors
- Access to Specialist Housing Solicitors & Legal assistance.
- Assistance for Residents in reporting unresolved repairs.
- Guidance on your next steps on how to deal with the outstanding repairs.
- Help to resolve Damp / Mould Issues and avoid worsening health issues.

**Over 65,500
Social Housing
Tenants
Assisted**

As of 10/12/2025

What Outstanding Repairs Do You Have In Your Home?

✓	Damp
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✓	Mould
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✓	Leaks
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✓	Ventilation
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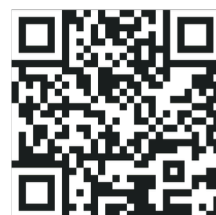
✓	Cracks / Subsidence
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✓	Windows / Doors Issues
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✓	Roof / Gutter
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✓	Infestations
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**Call Your Local Housing Advisors Today On
0800 047 2017**



Helping Residents Report Repairs To The Landlord

Numerous residents have communicated to our team the challenges they face when attempting to report issues to their housing provider. These challenges include prolonged wait times on the phone and difficulties in reporting repairs, particularly for those without access to a computer or smartphone.

In response to these concerns, we have established a dedicated team to assist in reporting and following up on outstanding repairs on behalf of the tenants.

Nationwide Helpline & National Coverage

We have adapted our service to ensure we are available to all residents regardless of life commitments or working shift patterns.

Our Office Is Open: Monday To Friday 8:00am-6:00pm and Saturday 9:00-5:00pm

Nationwide Coverage From Carlisle to Cornwall, meaning we can attend all residents homes across England & Wales.

TENANTS THAT HAVE USED OUR
HELPLINE

65,500

AS OF 10/01/2025

We Assist With

- Damp
- Faulty Heating Systems
- Structural Damage
- Leaks
- Mould
- Cracks & Subsidence
- Infestations
- Other



Our Contact Details

0800 047 2017 or

help@tenantsadvice.co.uk

Our commitment to supporting vulnerable Residents

Supporting vulnerable customers goes beyond mere obligation; it is fundamental to our identity. By proactively responding to the needs of individuals facing difficulties, we are not only complying with regulations but also fulfilling our commitment to positively influence the communities we serve.

By focusing on supporting vulnerable customers, we are building a stronger community. Your trust is our priority, and our commitment goes hand in hand with our dedication to delivering assistance to residents who need us most. We're not just fulfilling our obligations, we are defining a new standard of customer care that reflects our shared values and sets us apart as a company that cares about each and every one of our service users.

We have committed to enhancing our awareness, support, and services, as well as refining our methods for identifying customers who require additional assistance. This support encompasses the following initiatives:

- Tailoring our services and providing translation options, including text-to-speech capabilities.
- Training all personnel, with additional specialized training for our housing officers who visit residents' homes.
- Providing information in Braille, large print, and audio formats.
- Modifying our systems to better assist residents who are in greatest need of support.

Languages Spoken By Our Team

- | | | |
|-----------|------------|-------------|
| • Arabic | • Igbo | • Slovakian |
| • Bengali | • Krio | • Spanish |
| • Czech | • Mandarin | • Tagalog |
| • Darija | • Polish | • Ukranian |
| • English | • Punjabi | • Urdu |
| • Hindi | • Russian | • Yoruba |

If you are a person with a visual impairment or low vision you can request our letter in braille. If a resident is hard of hearing we also have a text/WhatsApp service that is available. We can also work with Text Relay UK to assist you further.

Contact Details

Office Locations

South Office- Epworth House, 25
City Road, London, EC1Y 1AA

North Office- Calder Court,
Blackpool, Lancashire, FY4 2RH

Contact us

If you have any questions or need assistance please don't hesitate to contact us:

Phone: **0800 047 2017**

WhatsApp: **07494 012617**

Email: **help@tenantsadvice.co.uk**

