

So you can be
you

**What to do if
you are
unhappy with
your home**

**Ask Listen Do
easy read**



Ask Listen Do



Housing and tenancies can get better when we know when things have gone wrong.

Knowing when we have done things well also helps to keep up good housing support.



Dimensions is part of an NHS England project called **Ask Listen Do**.



Ask Listen Do is about making it easier for people to say what is good or bad about their health care, social care or education.



At Dimensions we will

- **Ask** so you can raise a concern or make a complaint.
- Make it easy for you to tell us, in a way that works for you, what is good or bad about your housing.



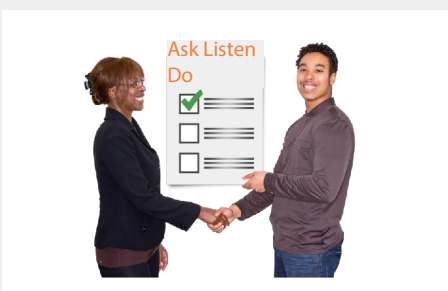
At Dimensions we will **Listen**

- **Listen** so we understand what needs to change
- **Listen** to what you are saying and thank you for telling us.



At Dimensions we will

- **Do** so we can make the right changes and improve housing for you and others.
- **Do** something about what you have told us.
- Tell you what we have done, in a way that works for you.



Lots of services in education, health and social care have agreed to Ask Listen Do and you can expect them behave to in this way, towards you.



About this booklet



You pay **rent or charges** to live in your home.

Rent or charges is the money you pay every month or every week to live in your home.



You need a **tenancy or licence agreement** to live in a Dimensions home.

A **tenancy or licence agreement** is a list of rules. If you break these rules you may have to move out.



If Dimensions break the rules you can make a **complaint**. A **complaint** is when you tell someone you are unhappy with something.



The Housing Ombudsman Service (England) can assist **tenants** or their representatives with all aspects of their **complaint**, at any stage in the complaints process. Their contact details are on page 10.



It is the **Housing Services Manager's** responsibility to provide Dimensions **tenants** with the right means to raise concerns, make **complaints** and share compliments.

Housing Services Manager - person in charge of all housing services



Easy read versions are important and help to do that.



You can **complain** about anything you are unhappy with about your home.



There are lots of things you could be unhappy about with your home.



You may be **unhappy** about people who live with or near you.



You may be **unhappy** about the people who come to fix broken things in your home.



You may be **unhappy** with Dimensions and how we help look after your home.



There are lots of other things you could be **unhappy** about with your home.



You can tell us about anything you are **unhappy** with.



We will try to make it better.



We will consider **compensation** for Dimensions-owned housing maintenance issues, if you are unhappy with the service.
Compensation - pay you some money.



How to make a complaint



You can ask someone to help you to make a **complaint**.



You can ask someone to make a **complaint** for you.



You can call us on the phone.

You can tell someone what you are **unhappy** about.



The phone number is 0300 303 9194.



You can send us an email to tell us what you are **unhappy** about.

The email address is:
housingcomplaints@dimensions-uk.org



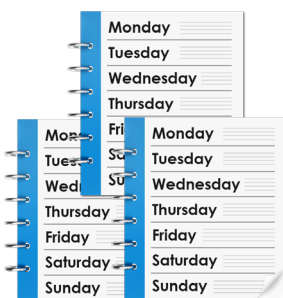
At the back of this booklet there is a form. Write down in the form what you are **unhappy** about.



You can post your form to:

Housing Department
Dimensions UK Ltd
Building 1230,
Arlington Business Park,
Theale,
Reading,
RG7 4SA

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Someone will reply to your **complaint** within three weeks.

What happens when you have made a complaint?



We will send you a letter to tell you that we have got your **complaint**.



The letter will get to you in seven days or less, from when we get your letter.



We will speak to you to try to make things better.

If you want, we will talk to someone else for you.



We will try to find a way to fix what you are **unhappy** with.



If you are still **unhappy** you can talk to the **Housing Services Manager** at Dimensions.

The **Housing Services Manager** is the person in charge of housing in Dimensions.



If you are still unhappy you can talk to the **Independent Housing Ombudsman**.

The **Independent Housing Ombudsman** is a group that helps people who pay rent, when they are unhappy.



You can ring the **Independent Housing Ombudsman** on 0300 111 3000



You can email the **Independent Housing Ombudsman** on:

info@housing-ombudsman.org.uk



You can write to the **Independent Housing Ombudsman**:

Housing Ombudsman Service,
Exchange Tower,
Harbour Exchange Square,
Isle of Dogs,
London
E14 9GE



Or you can ask someone to do this for you.



Please fill in this form to tell us what you are unhappy with.

If you need help, please speak to a member of staff or ask someone who can tell us for you.



Today's date:



Your name:



Your address:



Your telephone number:



Your email address:





Please tell us what you are unhappy with by putting a tick in the box below.



Where I live.



My **tenancy agreement**.



My **housing maintenance**

Housing maintenance is how my house is looked after.



Something else to do with housing services.



Please write about what you are unhappy with in the box below.



If you need help please talk to a member of your support staff or you can ask someone to do this for you.





If someone has supported you to fill out this form, please can you tell us:



Their name:



Their email address:



Their telephone number:



Who they are
(staff or friend)



When you have filled it in, please post this form to the housing team at this address:
Housing Department
Dimensions UK Ltd
Building 1230,
Arlington Business Park,
Theale,
Reading,
RG7 4SA

Better Lives for More People

Dimensions supports adults with learning disabilities, autistic people, individuals with complex health or forensic needs, and those with a history of behaviours of distress.

The people we support and their families are at the heart of everything we do. We want every person we support to have a great, ordinary, active life as part of their local community.

Find out more

[dimensions-uk.org](https://www.dimensions-uk.org)

T 0300 303 9001

E enquiries@dimensions-uk.org

Find us on social media

@DimensionsUK

Our address

Building 1230, Arlington Business Park,
Theale, Reading, RG7 4SA

