**Housing Complaints Resolution Service announced**

The government have announced plans to launch a complaints service for homeowners and tenants.

The new Housing Complaints Resolution Service will provide a straight-forward way for buy to let tenants and homeowners to get help when faced with unresolved disputes about problems with their home, such as repairs and maintenance.

Under the new scheme, private landlords will also be legally required to register with a complaints system.

The housing market has several different complaints bodies, so establishing a single housing complaints service for all residents, whether homeowners or tenants, will prevent people from having to battle with their builder or landlord to resolve issues on their own and make it easier to claim compensation where it’s owed.

Communities Secretary Rt Hon James Brokenshire MP, said:

“Creating a housing market that works for everyone isn’t just about building homes – it’s about ensuring people can get the help they need when something goes wrong.

“But all too often the process can be confusing and overly bureaucratic, leaving many homeowners and tenants feeling like there is nowhere to go in the event of problems with their home.

“The proposals I have announced today will help ensure all residents are able to access help when they need it, so disputes can be resolved faster, and people can get compensation where it’s owed.

Currently, in the private rented sector, there is currently no obligation for landlords to register with a complaints system. To combat this, the Communities Secretary has announced that private landlords will be legally required to become members of a redress scheme, with a fine of up to £5,000 if they fail to do so.