**SASSH Complaints Procedure**

For students wishing to make a complaint about a property or a landlord please email the University where you are studying using appendix form 1. However students are encouraged to first raise the issue/s with either the Accommodation Service at the University of Southampton or the Housing Advisor at Solent University, details directly below.

**Solent University, Housing Advisor**

023 8201 5040 Private.Housing@solent.ac.uk

**University of Southampton, Accommodation Services**

02380 599 599 privaterented@soton.ac.uk

For the first stage complaint the SASSH team from the relevant University (Solent or Southampton) will investigate. They will contact the student/s and landlord independently.

Should there be any serious issues with the landlord or property, contact will be made with relevant departments at Southampton City Council, for example Environmental Health, HMO Licensing or the Police or Fire Service.

If a landlord wishes to appeal the decision this will be dealt with by the SASSH team from the other University from that used at the first stage complaint. Please use appendix form 2.

There is a final stage should the outcome of the appeal be disputed. This will be dealt with by management of both Universities.

First stage complaints and subsequent appeals are allowed 4 weeks each to be completed. We will however aim to deal with complaints as soon as is possible and the expected time will be 2 weeks for each stage.

The main aim of the complaints procedure is to make sure that landlords managing properties that are on the SASSH website keep to the Property Accreditation Standards and Code of Management and Practice. If after investigation issues are found, landlords could be given: the opportunity to rectify the issues, a warning or advice. However for persistent and/or serious breaches of the SASSH Code of Management and Practice landlords can be removed from the SASSH accreditation list.

Such cases might involve complaints of:

**Violence/intimidation/Harassment**

**Landlords continually letting themselves into the let property**

**Poor property standards**

**Discrimination**

**Illegal eviction**

**Failure to license a HMO property with the Local Authority**

When submitting a complaint please attach the tenancy agreement, any relevant evidence, inventories, documentation or pictures.

**Appendix Form One**

# STUDENTS COMPLAINT FORM

STUDENT(S) NAME(S): ....................................................................................................

PROPERTY ADDRESS: .....................................................................................................

 ...............................................................................................................................................

LANDLORDS NAME: ........................................................................................................

TENANCY START DATE: TENANCY END DATE:

DESCRIPTION OF COMPLAINT

ACTIONS TAKEN TO RESOLVE THE COMPLAINT SO FAR

I/we give SASSH permission to discuss my case with the Landlord in question and various agencies. I also confirm that the information provided is the true reflection to the case.

Tenants name: ...................................... Tenants signature: ........................................

Date: .............................................

Tenants name: ...................................... Tenants signature: ........................................

Date: .............................................

Tenants name: ...................................... Tenants signature: ........................................

Date: .............................................

Tenants name: ...................................... Tenants signature: ........................................

Date: .............................................

Tenants name: ...................................... Tenants signature: ........................................

Date: .............................................

Please complete and email to:

Solent University

Private.Housing@solent.ac.uk

Southampton University

privaterented@soton.ac.uk

**Appendix Form Two**

# LANDLORD APPEAL FORM

LANDLORDS NAME: ........................................................................................................

TENANTS(S) NAME(S): ....................................................................................................

 .................................................................................................................................................

PROPERTY LET: ..................................................................................................................

OUTCOME OF FIRST STAGE COMPLAINT

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PLEASE EXPLAIN WHY YOU WISH TO APPEAL THE DECISION

|  |
| --- |
|    |

NAME: ........................................................................................................................

SIGNATURE: .............................................................................................................

DATE: ..........................................................................................................................

Please complete and email to:

**Solent University**

Private.Housing@solent.ac.uk

**Southampton University**

privaterented@soton.ac.uk