



What to do if you are unhappy with your home

Ask Listen Do

Easy Read



Ask Listen Do



Dimensions is part of an NHS England project called **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**.



Ask Listen Do is about making it easier for people with a learning disability, autism or both, their families and carers to say what is good or bad about their health and 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** 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 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 week or month 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.

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.

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

Director of Housing - person in charge of all housing services

Easy read versions are important and help to do that.





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

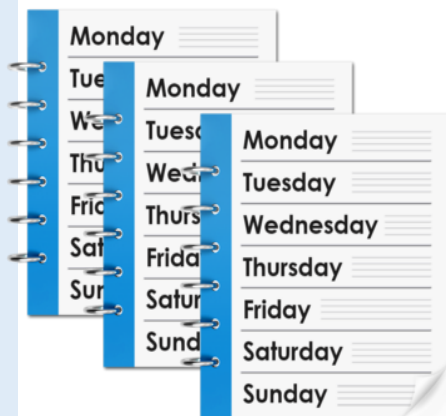
Building 1430, 2nd Floor

Arlington Business Park

Theale

Reading

RG7 4SA



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 person in charge of housing in **Dimensions**.



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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 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,

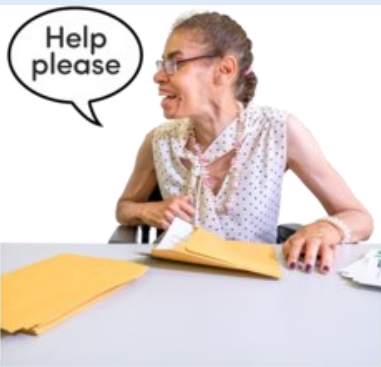
Isle of Dogs,

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.

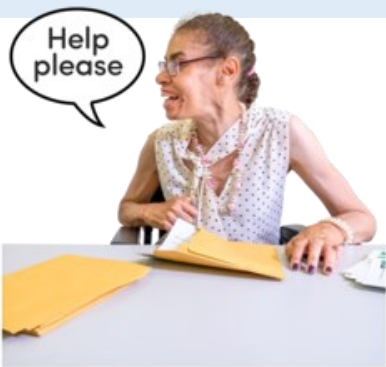
☐

My housing maintenance Housing maintenance is how my house is looked after.

☐

Something else to do with housing services.

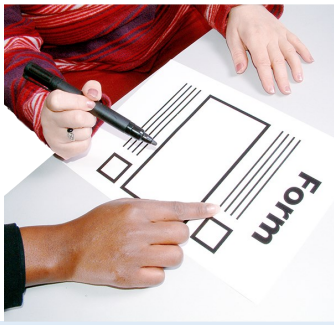
☐



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 **phone number**:



Who they are: (staff, family 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 1430, 2nd Floor

Arlington Business Park

Theale

Reading

RG7 4SA





Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



Find out more about Dimensions

Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Twitter: @DimensionsUK

Facebook: DimensionsUK

Dimensions

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