

How to tell my landlord

- EHSL Supported Housing is my landlord and they are here to make sure things are right in my home if I need to speak to someone I can.



There are lots of ways I can contact my landlord EHSL



1

Ring

- I can ring EHSL on 0300 200 4100 to speak to a friendly team member

2

Write

- I can send a letter to EHSL, 614 Reading Road, Winnersh, RG41 5HE

3

Send

- I can send them an email to info@ehsl-uk.com

4

Ask

- I can ask someone to come and visit me in my home

EHSL is my supported housing landlord

If something goes wrong in my home or I am unhappy I can speak to EHSL

- I might want to tell them:
- I have a problem with something EHSL has not done.
- I have a problem with someone I live with.
- I have a problem with something else.



If I am happy

I am happy about something they have done for me or my home.



If I am unhappy

If it is an emergency EHSI will contact me straight away and let me know what they can do to help.

Try and help with sorting it within 14 days.

Let me know if it will take longer than 14 days.



If I am still unhappy

If I am unhappy with the way my problem was dealt with.

A manager will contact me to help and a decision will be made.



If I want to
tell my
landlord
something...





Please fill in
this easy read
form

Your name



Address



Phone



I am unhappy with something in my home because...



I am happy with something in my home because...





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- EHSL will contact me within 5 working days from the date we receive this form.
 - Let me know what they can do to try and put the problem right.
 - Keep me updated on any action they take.



EHSL
Supported Housing

Freepost envelope