

Helping Residents in Unhealthy Homes



Problem



Support



Solution



- Are you living in an unfit home?
- Are you being ignored by your landlord?
- Are you worried about your health?

Need Housing Advice?

0800 048 7967



Our Mission



**To give every
resident a voice
that will be heard**

In the UK, there is a growing problem with social housing and private rental, and its getting harder to get in touch with the responsible landlord.

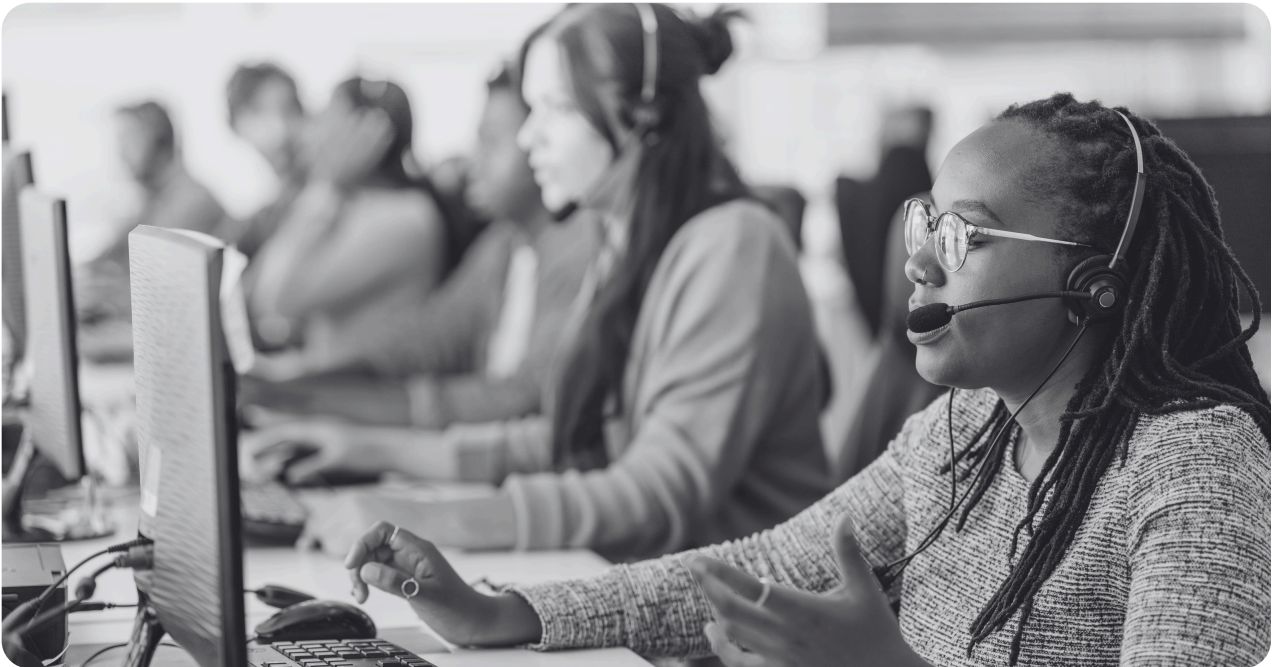
The latest English Housing Survey conducted in 2024, shows there were over 76,000 'non-decent' homes in substandard conditions. The Housing Ombudsman for England has called for a culture change in social housing, accusing landlords of blaming tenants and not taking responsibility for disrepair.

Everyday we come across many tenants whose lives are being deeply affected by the conditions they are living in, affecting both physical or mental health.

We have an expert team of Housing Conditions Advisors, Surveyors and Solicitors and who guarantee fast, reliable help and advice. We are confident in getting the best results for the tenants we help, we offer free housing visits to assess outstanding repairs. Alternatively, we will provide you with no obligation advice. In a small number of cases where legal action is necessary (less than 10% of enquiries), we can connect tenants with specialist solicitors who will provide tailored legal assistance.

We want to partner with you to help spread our message to give every resident a voice that will be heard.

Bobby Kennedy
Director



Who We Are

Tenants Advice helps thousands of families across England & Wales with housing disrepair issues.

Founded in 2016, our aim is to support residents struggling with outstanding repairs. It is your legal right to live free of constant leaks, damp, mould, rotten windows, subsidence and infestations.

At Tenants Advice we have an expert team who guarantee fast, reliable help and advice. We strive to achieve the best results for the residents we help.

Tenants Advice is regulated by the Financial Conduct Authority.

partners@tenantsadvice.co.uk

What We Are About

Our Mission

To help residents end their suffering of living in unhealthy living conditions

Our Aim

To hold landlords accountable for their unacceptable negligence in failing to provide habitable homes.

Our Values

- Client Commitment
- Integrity & Compassion
- Diversity & Inclusion
- Advocacy
- Accessibility

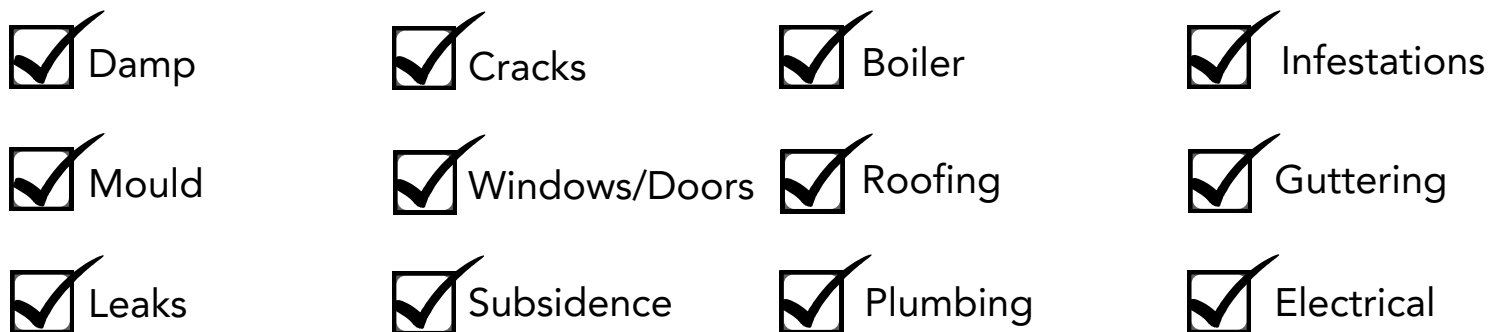
How We Help Our Communities

- Free helpline to understand your rights
- Free Housing Inspections with our specialist housing surveyors
- Access to specialist housing solicitors & legal assistance
- Assistance for residents in reporting unresolved repairs and escalating complaints
- Guidance on your next steps on how to deal with the outstanding repairs.
- Help to resolve damp/mould Issues, preventing further health issues.

**Over 96,000
Residents
Assisted**

As of 01/09/2025

Most common issues ignored by landlords



Call Your Local Housing Advisors Today On



0800 048 7967

Voices of our Community

Safer Homes, Happier Residents



IAN, 11 AUGUST 2025

Help within one week of contacting Tenants Advice

I approached Tenants Advice after waiting 2.5 years to get repairs of mould, damage and rot dealt with. The council made promises and intent, nothing was being done, they simply ceased to respond altogether. Within one week of contacting Tenants Advice, surveyors were in and three months later all work is completed which came with a new bathroom and kitchen.

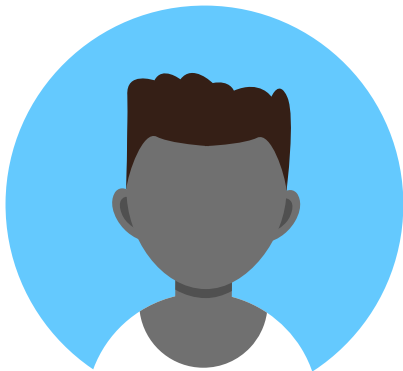
I would highly recommend this service to all tenants struggling with their landlord.

MITU, 11 AUGUST 2025

Tenants Advice can help you too

I moved into an adapted council property which was in disrepair. I tried asking the council contractors to come out and repair the damaged walls with no luck. Tenants Advice immediately took matters into their hands with care and concern, they knew I was disabled and sent their colleague to inspect the property and it gave me so much hope that someone is there to help me.

They're very prompt and very helpful.



MUMTAZ, 11 AUGUST 2025

Professional and Informative

Insightful experience with this gentleman who in his first glance found the issues in the property and gave meaningful and informative advice. His engagement with my elderly mother who has language barrier issues were very hands on as there was a mutual language they were able to speak. His professionalism was outstanding and I am very pleased with the housing visit.

We're more hopeful of the future of our home now.

Our Commitment to Protecting Vulnerable Residents

Supporting vulnerable residents is not just an obligation, it is central to who we are. We do this by proactively addressing the needs of individuals who may be facing difficulties, including those with mental health challenges, physical disabilities, or language barriers, providing tailored support for those who need it most.

To achieve this, we have enhanced our awareness, services, and methods for identifying residents who may require additional assistance. We do this in the following ways:

- Tailoring services and offering translation options, including text-to-speech capabilities, to support residents with language barriers.
- Providing training for all staff, with specialised guidance on residents needs and/or requirements.
- Delivering information in accessible formats, including Braille, large print, and audio.
- Modifying our systems to better assist residents with mental health challenges, physical disabilities, or other vulnerabilities.

Through these efforts, we ensure that every resident receives the support they need to live safely and comfortably in their home.

Languages we cover:

- | | | | |
|-------------|------------|--------------|----------|
| • Arabic | • Hindi | • Polish | • Urdu |
| • Bengali | • Igbo | • Portuguese | • Yoruba |
| • Cantonese | • Krio | • Punjabi | |
| • Czech | • Malay | • Somali | |
| • English | • Mandarin | • Slovak | |
| • Filipino | • Mandingo | • Spanish | |
| • Fukien | • Mende | • Tagalog | |

If you are a person with a visual impairment or low vision we also have a text/WhatsApp service that is available. We can also work with Text Relay UK to assist you further.

Contact Details

Office Locations

South Office - Epworth House, 25
City Road, London, EC1Y 1AA

North Office - Unit 5, Calder Court
Shorebury Point, Amy Johnson
Way, Blackpool, Lancashire, FY4
2RH

Contact us

If you have any questions or need assistance please don't hesitate to contact us:



0800 048 7967



07494 012617



partners@tenantsadvice.co.uk



TENANTS ADVICE

