**[date]**

Housing Ombudsman Service

PO Box 152

LIVERPOOL

L33 7WQ

info@housing-ombudsman.org.uk

Dear Housing Ombudsman Service

***[Name and address of resident, name of landlord organisation]***

The above-named constituent has contacted me about a housing complaint. In accordance with the Localism Act 2011, I am writing to refer the complaint to the Housing Ombudsman.

I have enclosed a copy of ***[the landlord’s final response to the complaint / the landlord’s refusal to consider the matter through its formal complaints procedure]***. I have also enclosed written consent from ***[the resident / the resident’s representative]*** for me to make this referral.

***[In this paragraph, please briefly describe the outstanding dispute, including:***

* ***the action(s) the landlord has taken, or not taken, which the resident wishes to complain about***
* ***the action(s) you and the resident think the landlord should do in order to put things right]***

Thank you in advance. I look forward to hearing from you.

Yours sincerely