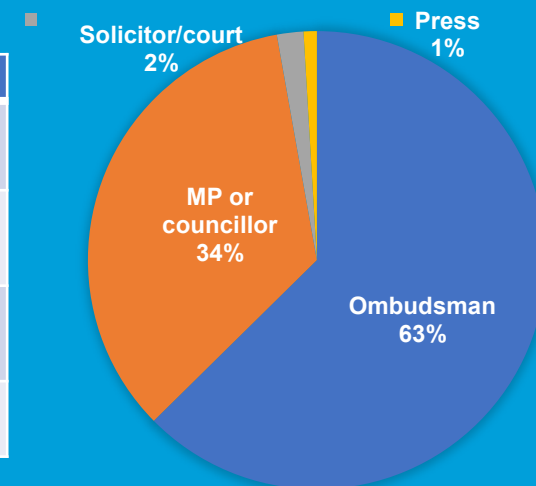


Resident Panel Poll

14 July 2021

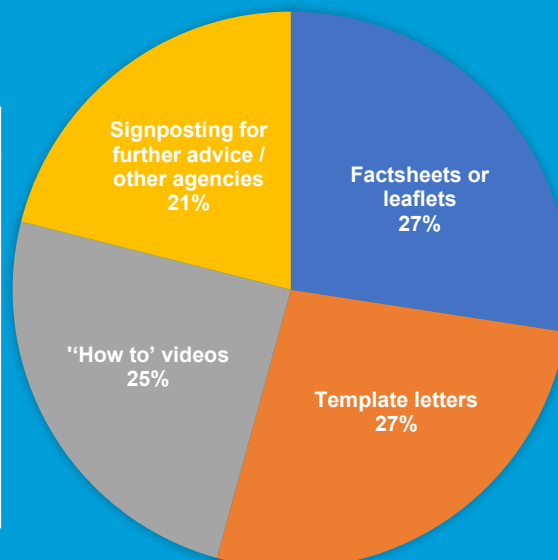
If you have an unresolved dispute with your landlord, which route would you choose first to get a fair outcome for your complaint?

	#	%
Ombudsman	67	63%
MP or councillor	37	35%
Solicitor/court	2	2%
Press	1	1%



What tools do you think will be most useful for residents to help progress a complaint with a landlord?

	#	%
Factsheets or leaflets	99	27%
Template letters	97	27%
'How to' videos	89	25%
Signposting for further advice / other agencies	76	21%



Why might a resident not bring their complaint to the Ombudsman?

	#	%
Don't know how/not confident on the process	179	38%
It would undermine the resident's relationship with their landlord	108	23%
It might take too long	107	23%
Don't think it will make a difference	81	17%

