

TENANTS' CHAMPION

Thames Valley Housing (TVH) tenants and leaseholders living in the London Borough of Richmond upon Thames can get additional independent support with any unresolved complaints about our services.

Cllr Lisa Blakemore is the Borough's Tenants' Champion



You should always contact TVH in the first instance if you have a complaint to try and work out a solution. If the problem is not resolved to your satisfaction, you can contact your Local Ward Councillor. If you are unsure who your Councillor is you can find out on the LB Richmond website:

http://www.richmond.gov.uk/home/community_and_living/my_richmond.htm

If a problem was raised more than 6 months ago and is still an issue or was previously reported and has re-occurred then the Tenants' Champion, Cllr Lisa Blakemore, will be able to help.

Contacting the Tenants' Champion or Ward Councillor

Tenants, leaseholders or representatives of their residents' associations can contact the Tenants' Champion online http://www.richmond.gov.uk/Tenants_champion or via the Contact Centre on 08456 122 660, where staff will log the enquiry.

If you have not yet gone through the complaints process offered by TVH you will be advised to contact us first.

If it is more appropriate for your local ward councillor to handle the problem you will be asked to select one Councillor to act for you. The Tenants' Champion will be sent a copy of all enquiries submitted via this process.

If it is more appropriate for the Tenants' Champion to support you Cllr Blakemore will contact you within 7 working days.