

JMHA

J & M Residential Lettings Limited trading as JMHA

Complaints, Feedback & Housing Ombudsman

Website content for publication

Complaints, Feedback & Housing Ombudsman

JMHA welcomes feedback and complaints. If you are dissatisfied with our service, actions or lack of action, you can raise a complaint in any way and to any member of staff. Complaining will not affect your tenancy or the service you receive.

Our complaints process has two stages. Full details, timescales, accessibility arrangements and Housing Ombudsman information are set out in the documents below.

Current complaint handling publications

- Complaints Policy 2026
- Complaint Handling Code Self-Assessment 2025/26
- Annual Complaints Performance & Service Improvement Report 2025/26
- Board Response Statement 2025/26
- Tenant Complaints Guide 2026

Contact JMHA

- Email: mark@jmha.co.uk
- WhatsApp/Text: 07889 265826
- Telephone: 0333 456 4737
- Repair Line: 0333 041 6845
- Calls to the Repair Line are recorded. A transcript of the conversation is emailed to the JMHA office and saved on the relevant property file for monitoring and audit purposes.
- Reporting a repair is normally a service request rather than a complaint. If you are dissatisfied with JMHA's response to, or handling of, that service request, you can ask for the matter to be treated as a complaint while the repair or other service request continues.
- Post: PO Box 721, Rochdale, OL16 9PD

Housing Ombudsman Service

Residents can contact the Housing Ombudsman Service at any stage for advice about complaint handling. After JMHA's Stage 2 final response, a resident who remains dissatisfied can ask the Ombudsman to consider the complaint.

- Online complaint form (preferred): www.housing-ombudsman.org.uk
- Telephone: 0300 111 3000
- Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Previous years

Historic annual reports and self-assessments may be retained in a clearly labelled archive. Only documents shown as current above should be used for the current Housing Ombudsman annual submission.