

JMHA

J & M Residential Lettings Limited trading as JMHA

Tenant Complaints Guide

Plain-English quick guide

Organisation	J & M Residential Lettings Limited trading as JMHA
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If you are unhappy with something JMHA has done, not done, or with the service you have received, please tell us. You do not have to use the word “complaint”. Complaining will not affect your tenancy or the service you receive.

How can I complain?

- 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. A repair report is normally a service request, not a complaint. If you are dissatisfied with how JMHA has responded to or handled the repair request, you can ask us to treat that dissatisfaction as a complaint while the repair request continues.
- Post: PO Box 721, Rochdale, OL16 9PD
- Through www.jmha.co.uk, in person, or to any member of JMHA staff.

You can ask someone else to complain for you, and we can make reasonable adjustments if you need help using the process.

Stage 1

We will acknowledge, define and log your complaint within 5 working days. We will normally give you a full written response within 10 working days after acknowledgement. If we need an extension, we will explain why, give you a new date, tell you how we will keep you updated and give you the Housing Ombudsman’s contact details.

Stage 2

If you are not satisfied with all or part of the Stage 1 response, tell us you want Stage 2. You do not have to explain why, although we will try to understand what remains unresolved. We will acknowledge, define and log Stage 2 within 5 working days. A different person from the Stage 1 decision-maker will review it. We will normally issue the final response within 20 working days after acknowledgement.

Putting things right

If we identify that something went wrong, we will say so and consider a fair remedy. This could include an apology, explanation, action, correcting a record or decision, compensation where appropriate, or changing how we work. We will not delay a complaint response just because remedial work is still outstanding; we will track that work separately.

Housing Ombudsman

You can contact the Housing Ombudsman Service at any stage for advice. If you remain dissatisfied after JMHA's Stage 2 final response, you can ask the Ombudsman to consider your 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

The Housing Ombudsman no longer accepts new complaint enquiries by email. Check its website for current contact arrangements.