



**Reply to**  
**Tel** 0800 694 0184  
**E-mail** HCS@bristol.gov.uk  
**Our ref**  
**Your ref**  
**Date** 9 July 2024

Dear resident,

I am writing to you because we recently referred ourselves to the Regulator of Social Housing (RSH). This is due to concerns we have about the maintenance of our council-owned homes and the standards of our record-keeping.

The Regulator of Social Housing oversees all social housing landlords to make sure that the housing provided is of a decent quality and meets required levels of safety.

The type of quality and safety being referred to is, for example, whether electrical testing has been done.

The Regulator has published a judgement which sets out that we do not currently meet the levels of quality and safety expected and we must do more to improve how we look after council owned homes.

We apologise to all council tenants and those who live in our council owned homes. All residents should expect us, as their landlord, to deliver a high standard of housing and comply with national requirements.

We are committed to being open and transparent with tenants about what has gone wrong, how we're putting it right and the progress we are making.

### **What are we doing to resolve this?**

We are taking urgent action to address these concerns. Our priority is focusing on any safety issues first, which means addressing the backlog of some of the regular checks, such as electrical testing or carbon monoxide alarm testing. We are also undertaking a programme of repairs and refurbishment.

**Growth and  
Regeneration**  
Executive Office (CH)  
PO Box 3399  
Bristol, BS1 9NE

**John Smith**  
Executive  
Director

**Website**

[www.bristol.gov.uk](http://www.bristol.gov.uk)



Our record-keeping is significantly below where it should be and we are addressing this with urgency, to ensure that we are able to provide you with relevant information about your homes.

Alongside this work, we will provide you with more opportunities to talk to us about your housing.

I am providing you with additional information about specific areas where the council has failed, and how we are addressing these in the enclosed *Questions and Answers*.

Though it in no way excuses the situation in Bristol, it is important for you to know that other councils and social housing landlords have found themselves in a similar position to Bristol, and our position is far from unique.

If you have any concerns or want to find out more, you can find information and updates on our website: [www.bristol.gov.uk/socialhousingreferral](http://www.bristol.gov.uk/socialhousingreferral)

If you ever have a concern about the safety of your property, please contact us on [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) or by calling freephone 0800 694 0184.

Yours sincerely,



**John Smith, Executive Director**

If you wish to receive this letter in another language, please email [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) with your address and the language you require this information in.

إذا كنت ترغب في تلقي هذه الرسالة بلغة أخرى، يرجى إرسال بريد إلكتروني إلى [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) مع عنوانك واللغة التي تطلب هذه المعلومات بها.

ئيميل بکه لهگه ناونیشانکهت و ئه زمانه که پتویستت پتیهتی لهم زانیاریهه [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) تکایه

Jeśli chcesz otrzymać ten list w innym języku, wyślij e-mail na adres [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk), podając swój adres i język, w którym potrzebujesz tych informacji.

که تاسو غواری دا لیک په بله ژبه ترلاسه کړئ، مهرباني وکړئ [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) د خپل پته او هغه ژبي سره چي تاسو ورته اړتیا لرئ بریښنالیک واستوئ.

Se desejar receber esta carta noutro idioma, por favor envie um e-mail para [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) com a sua morada e o idioma em que pretende esta informação.

Dacă doriți să primiți această scrisoare într-o altă limbă, vă rugăm să trimiteți un e-mail la [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) cu adresa dvs. și limba în care solicitați aceste informații.

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Якщо ви хочете отримати цей лист іншою мовою, надішліть електронну пошту [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk), вказавши свою адресу та мову, якою вам потрібна ця інформація.

Haddii aad rabto inaad ku hesho warqaddan luqad kale, fadlan emayl u dir [HCS@bristol.gov.uk](mailto:HCS@bristol.gov.uk) cinwaankaaga iyo luqadda aad uga baahan tahay macluumaadkan.

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