



INFRASTRUCTURE & ENVIRONMENT

INFORMATION TO OCCUPIERS

To raise a concern or a complaint regarding your rented property during daytime hours, please use the below contact details:

Telephone Number: _____

Email: _____

In the case of an **out of hours emergency**, please use the below contact number:

Concerns and complaints

If you need to make contact to raise a concern or complaint about an issue with the property. I/ my representatives will respond as follows:

Right to seek advice

If you believe that I, as the Licence holder for the dwelling, have not fulfilled my legal obligations or have not responded adequately to any concerns or complaints you have raised as the occupier, you can contact the **Environmental & Consumer Protection – Housing & Nuisance team** for advice using the following details:

Tel: +44(0)1534 445808

Email: Renteddwelling@gov.je