



[Is your Letting Agent Legal?](#)

- **80,000** people suffered a problem with a privately rented home in the past year.

Many people living in privately rented accommodation may feel that complaining about the situation could be a waste of time or they may be afraid of repercussions as a result of the complaint.

Possible problems associated with privately rented homes:

- Complaints not being addressed or acknowledged, resulting in a poor living environment.
- Queries or concerns brought to landlord or agents attention, resulting in retaliatory eviction.
- Harassment or intimidation of individuals in privately rented homes by 'rogue landlords'.
- Families or individuals being evicted without prior notice.

If these or similar problems apply to you, or if contacting your letting agent has not provided an appropriate response within eight weeks of logging your written complaint, you could contact

The Consumer Redress Scheme

If you require advice on this or any subject contact

Rother District Citizens Advice Bureaux.

Opening times at our main office:

Bank Chambers, Buckhurst Road, Bexhill-on-Sea TN40 1QF

Telephone: 01424 215055 or 01424 734549

Mondays: 10am to 12 midday & 2pm to 4pm; Tuesdays: 10am to 1pm and 2pm to 4pm

Wednesdays: 10am to 12 midday & 2pm to 4pm;

Thursdays: 10am to 12 midday & 1pm to 4pm; Fridays: 9.30am to 1.30pm

Outreach Sessions in Rother

Battle: Rother District Help & Advice Centre, Market Square – Mondays 10am to 12 noon

Burwash: Fairfield Doctors' Surgery, High Street, – Mondays 2.30pm to 4.30pm

Northiam: The Village Hall, Station Road, – 10am to 12noon on second and last Thursdays of the month

Robertsbridge: The Village Hall, Station Road – Fridays 10am to 12 noon on last Friday of the month.

Ticehurst: The Annexe, The High Street – 10am to 12 noon – last Wednesday of the month.

Rye: The Rye Library, 30 High Street – Tuesdays 10.30 to 12.30pm and 1.30pm to 3.30pm.

Advice can also be obtained from

www.adviceguide.org.uk