



High-rise living: Your guide to getting help and support

Your Home
Your Safety

This guide is designed to help you navigate common issues you might face living in a high-rise building.

It outlines who to contact for various problems that fall outside the scope of the Building Safety Regulator (BSR).

Before you begin:

1. **Identify who your landlord is** - local council? Housing Association? Private landlord?
2. Always check your tenancy agreement.
3. See if you can report issues online.

Your landlord

- **Repairs and maintenance** - this includes issues like leaky pipes, broken taps, mould, faulty electrics and bin chutes/communal bins etc.
- **Neighbour disputes/Anti-Social Behaviour (ASB)** - if possible, talk to your neighbour to see if you can resolve the dispute. If you can't resolve the issue, keep a record of dates, times and incidents, and contact your landlord.

For emergencies, criminal activity, threats or harassment, call the police on 999.

Your local council

Environmental issues - contact the Environmental Health Team for:

- asbestos: presence in the building, especially if damaged or at risk of exposure
- noise complaints
- rubbish collections or fly-tipping
- contaminated water
- pests and infestations.

Scaffolding and/or dust complaints - contact the Trading Standards department.

Parking issues - in a resident designated bay contact your landlord.

For parking blocking a fire exit - contact the Parking Control department.

Other organisations

Utilities

- **Gas safety** - contact your local authority or housing association for repairs and your legally required annual gas servicing.
- To report a gas or carbon monoxide emergency, or if a pipeline is struck (even if no gas leak has occurred) call **0800 111 999** - 24 hours a day.
- **Electricity** - contact your utility provider or for emergencies or power cuts call **0800 029 4285** or 105 from landline or mobile.
- **Water** - contact your utility provider.

Fire Safety concerns

- Report issues like faulty equipment, blocked exits or non-functioning emergency lighting to your building's Principal Accountable Person (PAP).
- If needed, contact your local council or fire and rescue service for further advice.

Remember:

- If you're unsure who to contact, refer to your tenancy agreement or contact your local council/housing association for advice.
- Keep records of any communications with your landlord or relevant authorities.

To find out more
visit our website at:
buildingsafety.campaign.gov.uk

