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|  | **This fact sheet is about: Homelessness** | |
|  | The law says the Council must give some homeless people a place to live. | |
|  | These are called People in Priority Need. | |
|  | They must be offered somewhere to stay and be given help with their things. | |
|  | The Council does not have to help if you made yourself homeless. | |
|  | **What do you do before you contact the Ombudsman?** | |
|  | | Complain to your local Council |
|  | **What can the Ombudsman do?**  We can see if the Council did not: | |
|  | * let you make a   homeless application. | |
|  | * agree that you are homeless. | |
|  | * offer you somewhere to stay if you are a Person in Priority Need. | |
|  | * follow the rules. | |
|  | * decide within 33 days. | |
|  | * write to tell you what they decided and what you can do. | |
|  | * look after your things. | |
|  | * deal with your case properly or fast enough. | |
|  | **What can’t the Ombudsman do?**  We cannot: | |
|  | * make the Council give you somewhere to live. | |
|  | * do anything about a decision if the Council followed the rules. | |
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|  | **Things to think about** | |
|  | The Council usually only thinks about giving homes to local people. | |
|  | Sometimes it helps other people if  they are in danger. | |
|  | But it gives everyone advice  about their housing. | |
|  | The Ombudsman can tell the Council what we think it should do if we think it did something wrong. | |

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|  | **More information** |
|  | **Shelter Cymru** gives housing advice and support. Phone 0845 075 5005 or go to: [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk) |
|  | **Citizens Advice Cymru** gives advice and support [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) |
| http://avow.org/wp-content/uploads/2015/02/WWA.jpg | **Welsh Women’s Aid** helps people escaping from domestic violence  on 0808 8010 800 or [www.welshwomensaid.org](http://www.welshwomensaid.org) |
|  | Your Assembly Member can also offer help and advice. |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |