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|  | **This fact sheet is about: Housing Repairs** |
|  | The Ombudsman can only look at complaints about Councils and  Housing Associations |
|  | The Councils and Housing Associations must do repairs on their houses. |
|  | The house can have gas and electrical things in it. Your landlord must make sure  they are safe. |
|  | You should be given a certificate to say they are safe. |
|  | If you are a tenant there are things you must take care of. |
|  | Your tenancy agreement will say what you must do. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Tell the Council or Housing Association if your house needs work. Give them time to do the repairs. |
|  | Complain to your Council or  Housing Association |

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|  | **What can the Ombudsman do?**  We can look at complaints where the landlord has not: |
|  | * done repairs. |
|  | * done the repairs in good time. |
|  | * come to do repairs when they   said they would. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * complaints about private landlords. |
|  | * making the Council or Housing Association improve your home if it does not need it. |
|  | **Things to think about** |
|  | Your tenancy agreement may say other things the Council or Housing  Association will do. |
|  | Your Council or Housing Association may give you a Tenants Handbook  for information. |
|  | The Ombudsman can tell the Council or Housing Association what we think it should do if we think it did something wrong. | |
|  | **More information** |
|  | **Shelter Cymru** gives free housing advice and support: 0845 075 5005  [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk) |
|  | **Citizens Advice Cymru**  gives free advice and support  [www.citizensadvice.org.uk/wales/](http://www.citizensadvice.org.uk/wales/) |
|  | Your local **Assembly Member**  may also be able to help. |

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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. |